

2006

ADSA - DD Provider Survey

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Provider Comments

Provider Characteristics



What does DSHS do well?	What could DSHS do better?	Provider Characteristics
All but one staff, who is pompous and obnoxious, are courteous & respectful. Returns calls in a timely manner. Answers or seeks answers I am inquiring about. Very respectful to our client. On top of paperwork.	Cannot think of anything.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They're polite, friendly, helpful, and always have a positive attitude.	Well, I'm not sure but sometimes it takes nearly 2 weeks to get paid.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Offer more programs for single parents. Raise income guidelines for benefits.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not very much! We have been trying to change the address for one resident's DSHS coupon for nearly a year and still not done. After trying with 2 case managers, still no luck.	Have caseworkers return phone calls PROMPTLY not after 3 or 4 left messages. I don't even know the name of one of my resident's case manager. She has never called me back!!	Individual providing adult residential care services in Western Washington.
Yes. Very Helpful - they explain the needs of the client and agency expectations.	Nothing - They are all great!	Agency providing services not indicated in Western Washington; 115 employees.
Staff and case managers were much, much concerned and involved before - 8 years ago. What happened?	Be available when clients need them and be more informative about their care level. Notify caregivers of any change of case managers. Hope the department is not understaffed so most needs are attended. The past or present(?) charges have been poorly rated/done in my book.	Individual providing adult residential care services in Western Washington.
They always answer your calls and help you with any questions or concerns you may have. You also receive your money on time every month.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes - Contact and answers		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Don't need to contact them much. When I do, it is usually payroll related and they return my calls and provide answers - thanks.	Needs to work better with parents and foster parents regarding the financial and respite resources available to them.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers questions and returns phone calls promptly.	Raise the hours allotted for caring for my son.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Patient, knowledgeable - seemed to care if our son got help or not.	Continue as you are doing - make sure all case managers are as caring and thoughtful as ours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Advises me on what all \$ I qualify for, and advises on services for whom I care for.	Respond sooner.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Caseworker is wonderful!		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They care about what they do.	Everything is done with the recognition of requiring everyone to pay union dues and L&I.	Individual providing more than one type of service in Western Washington.
Always return my phone calls, prompt in replies, very respectable.	Nothing, they're great!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provide information.	Set up "emergency plans" for unexpected crisis - in case something happened to me - who would care for my D.D. person?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The yearly evaluation has gone well.	I'm okay.	Individual providing adult residential care services in Western Washington.
They help me every time when I need.	None.	Individual providing adult residential care services in Western Washington.
NO.	Listen and try and understand what I am trying to say.	Individual providing adult residential care services in Western Washington.
I actually have had minimal contact.		Individual providing adult residential care services in Western Washington.
Visit regularly. Pay on time. Help with meeting needs for persons with disability.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always solve my question.	Doing good.	Agency providing adult residential care services in Western Washington; 3 employees.
They make sure that I have ALL of the forms that I need.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
On time assessment of clients.	Communication.	Individual providing adult residential care services in Western Washington.
	Respect your thoughts on the kids in your care	Individual providing child foster care or child group care services in Western Washington.
Gladly takes phone calls for help or advice.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Work around our schedule and come to our house.	Be more informative on eligibility for and information about services.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Whatever is needed.	No idea.	Individual providing adult residential care services in Western Washington.
Helps with my questions.	Quicker turn-around time.	Individual providing therapy, medical, dental or nursing services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Contract keep up, payment changes.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case manager is extremely helpful.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case managers listen and seem to really care about us.	It would be nice to not have so much turnover. I find it frustrating to "prove" to different agencies that my child is truly disabled, it's not like she's going to wake up some day and be "normal". She's been disabled since birth.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Pretty much whatever I need.	Help workers and sponsors getting under 90hrs per month to get medical, life care and dental.	Individual providing adult residential care services in Eastern Washington.
Guide me through paperwork and explain my choices (usually).	Provide Respite workers that are REAL or supply us each with enough money to hire REAL private help for respite. Stop calling hours and pay me fairly since the "shared living " rule has not allowed me fair pay for years now!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
We usually have one visit per year to evaluate. We have had 3 different agents all very nice but obviously busy. Very little help due to lack of daughters emotional status.	I understand my daughter is virtually unemployable which makes it difficult for the caseworker; we can hope that eventually we might find the right situation for her.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They answered questions promptly. Give me advice on what to do when problem arises.	Provide more training, particularly regarding developmental disabilities. Please give us credit also for continuing education.	Individual providing adult residential care services in Western Washington.
Cancel RFQ, it does not make any sense. Agencies to compete not with DSHS, but with each other.	Cancel RFQ, it does not make any sense. See above.	Individual providing other types of services in Western Washington.
Listen to my questions and problems. Can't always do what I think client needs, see below.	Client needs to see a psychologist or psychiatrist for 4-6 wks; that was taken away from her this year.	Individual providing adult residential care services in Western Washington.
Service to those in need.	I wish we had our classes back at TACID, to listen to others.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Helped to correct administrative errors that resulted in delayed payments and (in one case) an overpayment.	Do not arbitrarily cut hours the next time SEIU wins an hourly pay increase! As has happened previously.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Return calls promptly and more communication.	Agency providing equipment services in Western Washington; 2000+ employees.
By letting us have the same caseworker I can call and she knows us so I get answers ASAP.	Let us keep our caseworkers, they know us and we know them, ours gets right back to me with any problems we have, she is great!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Pay me on time.	Keep in touch with me always.	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer my questions and tell me how to find the answers.		Individual providing adult residential care services in Western Washington.
They answer all questions and provide help when needed.	Give them a lighter workload and more money!	Individual providing adult residential care services in Western Washington.
They do not try to help they always try to make sure we are not getting paid enough for the service we do. They should care more about the residents.	To listen and respect caregivers and care providers the service they give to the residents.	Individual providing adult residential care services in Western Washington.
Work with the resident to get highest level of care and payment for services.		Agency providing adult residential care services in Western Washington; 25 employees.
The caseworkers always return my calls and are there to answer any questions.	No more cutbacks! The paperwork needs to be in simple English and I wish that the caseworkers were better about networking me with other agencies/services that provide help for foster parents.	Individual providing child foster care or child group care services in Western Washington.
We're treated with respect and recognized by name.	We are satisfied.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers my questions.	Give me more hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very helpful and courteous.		Agency providing respite, attendant or medicaid personal care services in Western Washington; 51 employees.
Nothing.	Listen to caregiver, we are with the clients 24 hrs a day. They're here 1 or 2 hours and think they can judge the client's ADL.	Individual providing adult residential care services in Western Washington.
Retains the same caseworkers, helps client especially. Helps with referral services. Job placements.	Nothing comes to mind. Excellent.	Individual providing adult residential care services in Western Washington.
Return calls in a timely fashion. Send notices of change of status.	Explain benefits better, especially medical benefits.	Individual providing more than one type of service in Western Washington.
Keeps me informed.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
They leave me alone to care for my son! Thanks!		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Keeps me informed.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
They have good customer service and they are always nice.	Not sure. Never had a problem.	Individual providing other types of services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Ms. Trop (my social worker) has been very helpful by letting me know what kind of help is available and where to get this help. She is the greatest!		Individual providing respite, attendant or medicaid personal care services in Western Washington.
I have had no problems with DSHS. None.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not to be so rushed. They are overworked. So much paperwork and no clerical help.	Be more up to date on conditions that aren't 100% medically related. ADHD, Autism, things that need constant supervision, not medical things.	Individual providing other types of services in Western Washington; 1 employee.
If I call they give me or information or if they don't know they give me a person who knows.	Nothing really.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They don't bother me with unnecessary phone calls and other client possibilities.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Have nothing but good words for the DSHS.	Can't think of anything right now.	Individual providing adult residential care services in Western Washington.
Amazed what she gets done with her overload.	Be able to have daughter use money for electric toothbrush and educational fees to learn more of her disability for parents without taking Respite money away!! Please stop trading workers just about the time you know them!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers any questions I have and helps me on how to contact the correct party.	They do a great job.	Individual providing adult residential care services in Western Washington.
DD Division assess client thoroughly and help with behavioral planning. They also have a QA to oversight AFH and they have a customer client feedback form.		Agency providing adult residential care services in Western Washington; 3 employees.
Case managers are positive and work for you. Especially Erica Hopper-Morse!	Decrease the caseload ratio for its employees.	Individual providing adult residential care services in Western Washington.
	Caseworkers need to call providers back!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
DDD sponsored classes.		Agency providing adult residential care services in Western Washington; 3 employees.
Keeps us informed. Accessible whenever we need her.	My son's case manager is always there for us. I have no problems with DSHS.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.	They're doing fine.	Individual providing child foster care or child group care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Always there when you need help.	I'm very happy with the current systems.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers my questions timely. No problems at all.	I cannot think of a thing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Helpful and also the best service that we get from DSHS, thanks!!!	Family's services and money we need to support the special need for the disabled children.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers questions.	Stop cutting hours!!	Individual providing services not indicated in Western Washington.
Payment for delegation services to DSHS client.	Process invoices for training when submitted in a timely matter, sometimes takes months to get reimbursed.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Almost always helpful and nice! Thanks.	Sometimes it's difficult to talk to a person (just get ahold of them on the phone).	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Very efficient.		Individual providing services not indicated in Western Washington.
Keep me informed of any changes. Answers all my questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
I appreciate very much my case manager for my daughter. She's prompt, courteous and helpful.	I have no big complaints. We have appreciated so much the help we have received.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yearly check in review.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Change top administration culture.	Individual providing adult residential care services in Western Washington.
Answer any question that I might need answering.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Return phone calls sooner.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My son's case manager, Kathleen Robinette, is very efficient, informative and courteous. All DSHS services are outstanding.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
When I need help with [identifying information redacted], DSHS does well for me.		Individual providing services not indicated in Western Washington.
Always returns my calls.	Don't change caseworkers so often.	Individual providing adult residential care services in Western Washington.
Case manager responds in a reasonable time and follows up well on questions.	Use one visit to collect all data needed rather than 2 visits who repeat most of the same question.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
No comments or real problems.	Should check with social workers as to the need for all to take lessons in caring for family members. I have been caring for my daughter for 52 years through many crises.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responds my phone calls/questions.	Hire more of them, they are overworked and wait time is long.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Keep scheduled appt.	Keep the same worker for one year at a time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Be more available, M-F, return calls, make evening home visits when appropriate.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Stop cutting hours, otherwise will have to look for other work. Stop the classes, waste of time and your money.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The social worker I deal with, Robert Follansbee, has been honest and upfront with me, too bad all social workers don't have the same work ethics.	When doing respite care, every time I have had to wait 3-4 months for reimbursement, now I will no longer do it.	Individual providing child foster care or child group care services in Eastern Washington.
Able to answer questions and return calls promptly.	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Good information when help is needed in things I must do.	Everything is so much more expensive, it's sometimes difficult to meet all demands.	Individual providing adult residential care services in Western Washington.
Staying in contact and giving information in full.	Help us get better health insurance instead of having a set amount of hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Nothing yet.	Give more information on programs to help people get work and money.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Explains everything well.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Return calls promptly. Social workers usually always tries to help whenever they can.	Take in to account behavioral problems and allow payment for them. They take a lot of hours.	Individual providing adult residential care services in Western Washington.
They always make fair decisions regarding the contracts.	Nothing I can think of.	Individual providing more than one type of service in Western Washington.
Billing system is great and easy!	Return phone calls.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Sometime, when you can reach them.	They do what they can do when [you] call them.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Folks work for DSHS like "case managers" need to continue to come visit providers like my case, my phone is out they visit to understand the situation.	Representatives who check us "providers" need to understand situations or maybe "special meetings" to all provider in a certain date.	Agency providing services not indicated in Western Washington.
They listen, seem to have empathy and most of all, they show true appreciation for my skills.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer questions, give advice.	Our caseworker is really very good.	Individual providing adult residential care services in Western Washington.
SSPS Payment system, some weak points, but for the most part efficient.		Individual providing adult residential care services in Western Washington.
Everything.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Invoice call in system.	Take out social security for parent providers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Everything is fine.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
When I call they have always been very helpful. Each caseworker has been great with my son also the nurses that have visited.	Keep up the good caseworkers.	Individual providing adult residential care services in Western Washington.
Call me back when I have questions for my clients caseworkers.	N/A.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They are very good at getting back to me when I have questions.	I would like it if you sent out a newsletter or something with other opportunities for jobs or job improvement.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They listen and follow through.		Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Helps with food stamp cards and also contacts us if we need to make appointments or even if there has been a change in caseworkers.	So far they are doing okay for [identifying information redacted] Connie and I.	Individual providing adult residential care services in Western Washington; 1 employee.
Good parent education class. Good medical and prescription coverage.	1.) Less turn over in people and cancelling programs. 2.) Mental health, hopefully found ARNP for meds help. 3.) Respite information. List provided obsolete? Had to find my own, got lucky.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Respond quickly to calls.	Nothing, they are doing well.	Individual providing services not indicated in Western Washington.
Good about returning phone calls.	Get answers from Olympia quicker.	Individual providing more than one type of service in Western Washington.
Answers all my questions.	Get answers from Olympia quicker.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provide training. Answer questions.	Get answers from Olympia quicker.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everything well.	Everything well.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Courteous, understanding.	Help with finding clients that need providers.	Individual providing other types of services in Eastern Washington.
Everything good.	Everything good.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Chris Stover is a great caseworker. He always gets back to me ASAP!	Can't think of anything.	Individual providing services not indicated in Eastern Washington.
My case manager is very accessible for advice or to answer questions. Telephone payment system and direct deposit options are very convenient.	At present time I am very pleased with DSHS as a whole. Compared to the state we relocated from, WA is 100% better. Thank you!!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very pleased with caseworker Roxanna Kammenga who promptly returns phone calls to questions I've asked.	At present time I am very pleased with DSHS as a whole. Compared to the state we relocated from, WA is 100% better. Thank you!!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I appreciate their patience when I'm unable to have them come and see us.	At present time I am very pleased with DSHS as a whole. Compared to the state we relocated from, WA is 100% better. Thank you!!	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
DSHS DDD caseworker great!! DSHS medical (medical coupon) uniformed employees, don't know what they are doing.	Give payment for behaviors that are repetitive and take more time than ADL's. Raise daily rates.	Individual providing adult residential care services in Western Washington.
Delivers checks on time.	Can't think of anything.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Phone in hours is great!		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Good at payment.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Give me the information in needed.	Do more to help solve problems.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Thorough preparation for new client service.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
They answered questions promptly. Giving advice on what to do when problem arises.	Please provide more training on developmental disabilities and also give us credit for continuing education.	Individual providing adult residential care services in Western Washington.
	Produce less paperwork. Recognize permanent disability from temporary disability.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The White Center staff is most helpful, more than the call center in Olympia.	Treat childcare providers equally with allowing 2 weeks paid vacation for DSHS children the same as we providers get from regular parents.	Individual providing more than one type of service in Western Washington.
Caseworkers extremely helpful, friendly they go the extra mile for us.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
If I have a question or concern there is always follow through to my satisfaction.	No complaints regarding helping me, but I do think they need to take to study thoroughly the needs of autistic children.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everyone's questions have been answered, and if need be have been referred out.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
I appreciate our case manager Roxanne Kaminga. She is always available to answer any questions I may have.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Great caseworker and has been to date.	Remove co-pay from medical/medicines.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Has good opportunities for care giving training.	It would help our clients (and caregivers) if medical coupons were sent to arrive on the last day of the month and not the first (too late for appointment).	Individual providing other types of services in Western Washington.
I have a great CRM. She is very understanding and helpful.	Very satisfied. Thank you/ But I need another client.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
The SSPS form.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer any questions that I have.	Make it easier to find their phone number.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes! No problem.	Satisfied.	Individual providing adult residential care services in Western Washington.
They recognize my expertise with children and in particular with DD kids. They get my claims paid in timely manner.	Accept short reports to reduce my paper workload. Call me once in a while to talk in person.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Usually calls me back when I leave a message.	Get hours in on time and correctly.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
DDD caseworkers are awesome. Folks who deal with medical coupons have their head in the sand.	Raise their rates. Rate formula is not adequate for difficult behaviors.	Agency providing adult residential care services in Western Washington; 4 employees.
Caseworkers are great. Med people are terrible. Licensors OKAY.	Payment adjustments for difficult periods, periods of delirium or other problems they face occasionally.	Agency providing adult residential care services in Western Washington; 4 employees.
Call to make appointments early.	Good cooperation between us.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Keep things simple.	I'm new. I need lots of details and explanation.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Sends me a check that helps me take care of my handicapped son.		Individual providing adult residential care services in Western Washington.
When I have a problem I call the Kent office and I always get someone to help me.	I'm really happy with my relationship with them.	Individual providing services not indicated in Western Washington.
They communicate very well with me and they require me to do the same, keep them informed.	I think DSHS does their best to help me.	Individual providing adult residential care services in Western Washington.
Reviews at our home; great job by our caseworker.		Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Good prompt communication! Case manager is pleasure to work with.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Easy to talk to.		Individual providing adult residential care services in Western Washington.
The local receptionist is extremely rude and should be fired. She is like this to everyone.	Get a new receptionist.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Educated, professional staff.	I'm pleased.	Agency providing therapy, medical, dental or nursing services in Eastern Washington; 2 employees.
Answers questions promptly and completely.	Nothing that I can think of.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
I can count on most all of my social workers to offer me help answer any questions.	Set up a better more timely payment. Use DSHS for case aide payments rather than agency. Use John Traylor for F.P. payments as he does his work very timely. Social workers are swamped and they put us off sometimes for two months.	Individual providing child foster care or child group care services in Eastern Washington.
Any questions I have.	?	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
You wouldn't like my answers.	Same as above [You wouldn't like my answers].	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Stays out of the way.	Give us an 800 number for workers. I'm using my cell minutes. Clients don't have long distance. I don't get reimbursed.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Keeps in touch.	Nothing.	Individual providing community activities or parent education services in Western Washington.
Everything.		Individual providing adult residential care services in Western Washington.
Correct mistakes promptly.	Nothing I can think of.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Bob Furman is a FANTASTIC. Bob always returns my calls in a timely manner.		Individual providing respite, attendant or medicaid personal care services.
Got a dentist to work with [identifying information redacted] which she needed badly. Respite care which I needed badly.		Individual providing more than one type of service in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Send resident's medical coupon on time. Major concern - Why DSHS assess and pay for services, they're in conflict of interest. Case managers dislike doing assessments, they minimize clients needs.	Send payments on time. They could process sooner considering it a month behind or pay twice a month.	Individual providing adult residential care services in Western Washington.
Expedite contracting process based on previous employment history with DSHS.	Fulfill supplementary contract at \$14/hr. for high needs client, based on previous employment at \$14/hr.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Our DDD caseworker has been very attentive to our request for services even though he was unsuccessful in obtaining them or getting our questions answered about them.	Be more involved and sensitive to the needs of disabled children especially as they age into adult services.	Individual providing child foster care or child group care services in Western Washington.
The caseworker is very supportive, and always brings grants and other things to my attention that will help my child with expenses to help him with daily living.	Nothing I am very satisfied.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Payment system works like a clock work!	Severely mentally challenged clients shouldn't be integrated in a community. they should be in institutions where they have the right expertise/training/manpower to meet their demands.	Individual providing adult residential care services in Western Washington.
They are prompt and friendly.		Individual providing adult residential care services in Eastern Washington.
	DSHS could stop cutting off our clients hours or completely only due to a letter on their medical coupons. These clients still need the help.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They do nothing that is a help. State employees are rude, lacking in knowledge, and treats providers as if they are 2nd class.	Do things right and on time! Live and work with a DD person long enough to understand what it is like to care for them.	Individual providing adult residential care services in Eastern Washington.
Listens to our needs and works to help and support us.	Nothing, keep up the good work!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
I like the automated service to clock in my time; and then the check comes in the mail so fast, within 1 week!		Individual providing adult residential care services in Eastern Washington.
Keep me informed of services. Explain paperwork from Olympia.	No paperwork sent out from Olympia that the caseworker knows nothing about.	Individual providing adult residential care services in Eastern Washington.
They send out information to keep me updated.	Unknown.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
The caseworker is most helpful, returns phone calls in a timely manner, unlike her predecessors.	Stop taking away respite care from basic waiver recipients.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Never had any problems.	N/A.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
My caseworker - for my client is always helpful.	Get more funding for wheelchairs, strollers, beds, communicators - provide adequate diapers - the cheap ones don't work!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer any question I may have.	There is nothing they could do better. They help me at any time and answer all my concerns.	Individual providing other types of services in Eastern Washington.
Answer questions when I call - or return calls as soon as possible.	Nothing at this point.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers all questions.	More realistic hours to care for someone	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers my questions or refers me to the person who can.	Advise ahead of time, when parent provider is beginning, that union dues will be automatically deducted.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
PROCESS PAYMENTS		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Pay on time. Staff give out good information.	Push for more funding	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Returns calls promptly. Answers all questions. Makes suggestions.	My caseworker is fabulous! Can't think of anything.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very informative, courteous, and knowledgeable.	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They work with us 100%!	They do everything for us. We don't have to go running around. It's all done for us.	Individual providing more than one type of service in Eastern Washington.
Very helpful with corrections I needed to make.		Individual providing adult residential care services in Western Washington.
If I have a question or concern, they have always given me good information and explained it well.	If they had time - maybe call and check on clients more often - see if they could help or need anything.	Individual providing adult residential care services in Western Washington.
Tries to help as much as possible.	Answer phone calls more promptly - return messages.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responds quickly when I call, and addresses concern and questions.	More Respite care services.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Most people at DSHS are great to help. Some, or one, has a power ego and wants to show who is boss, not solve a problem.	Caseworkers are great and most of the employees want to help.	Individual providing adult residential care services in Eastern Washington.
[Identifying information redacted] tries the best he can, but with your (DSHS) restrictions there isn't much he can do.	Give me my hours back and some respect. I've been taking care of my people for over 3 1/2 years and no holiday or vacation. None at all. Then you cut my hours! [Identifying information redacted].	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers questions and is very helpful on the phone.	The check needs to be bigger or more visible when you open the envelope. I threw it away once because I didn't see it. I just took out the paperwork. These are comments only on staff! The FUNDING and SUPPORT of those with severe/profound disabilities is negligent. Just check into what other states in this great USA do (just see).	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Return calls promptly.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Tries to help me get hours; tries to understand all and do for the client.	I think she do a great job and she do try and help me.	Individual providing adult residential care services in Western Washington.
Communicates well with me.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	I have no problem with people.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Helps with appeal of hour cuts. Helps with questions I have about DSHS. Helps with respite care decisions.	Advocate for just wages, health care, number of hours for providers, especially parent providers whose hours aren't equal to other providers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Can't really think, actually, I always get the letter with an update and who the case manager is or new phone numbers, etc.	Possibly return calls more timely. Also, more information about the future and what is expected of me.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Simplifys requests, answers questions quickly.	Nothing at the moment.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They pay in a timely manner. The website for residential care has been useful.	Have the inspection process less intrusive.	Individual providing adult residential care services in Western Washington.
Lets me know my options (whether service or equipment), answers questions.		Individual providing adult residential care services in Western Washington.
Things are going well.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They make things easy for me to understand.	Because of my age, I would like less hours of work.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responds to wishes.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Informs me about changes; they are nice and kind and accurate.	It's hard to improve perfection!	Individual providing adult residential care services in Western Washington.
They go out of their way to help find clothes. They usually return calls within a day or two.		Individual providing child foster care or child group care services in Western Washington.
Don't really have contact with the DSHS office.	I rarely talk to anyone in your office, but I don't really have reason to! Explain evaluation and expectations maybe. That's kind of unclear.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They try to help solve problems with paychecks. They are more helpful when the problem is a simple one.	They need to really comprehend what its like having a child who is DD. They need to listen more, be on our side, truly be our advocates, supporter and trustworthy.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Whatever I ask them they are very prompt in getting back to me.	It would be very helpful to have a booklet on all the things you are in need or eligibly for.	Individual providing adult residential care services in Western Washington.
Everything that I need.	Give me more hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everything; they are concerned, kind, and courteous.	They already do their best to my way of thinking.	Individual providing adult residential care services in Eastern Washington.
As much as they're allowed to.	Stop taking hours away for the work I do and the hours I do them.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not much.	Give us more hours not take it out.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The system with fiduciary specialists has made the billing process much more efficient and timely. I work primarily with Saundra Andrews and she is very good!!	DCFS worker could respond to phone messages. At times I must call and leave my phone number 3 to 4 times before I get a response.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Returns call except for L and I which doesn't respond very well.	Increase fees for services paid to providers of course.	Individual providing therapy, medical, dental or nursing services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Consultation. Collaboration.	Increase schedule of fees/payments for services rendered. Use of forms downloadable, usable, from Internet (i.e. assessment and negotiated care plans).	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am very pleased with DSHS.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Have been able to answer all my question efficiently.	Respond to phone messages faster.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
It is not DSHS's intent to work with us. It is DSHS's intent to enslave us and to take full advantage.	DSHS needs to treat us as true partners and to respect our rights as citizens - not just as "resources to be assigned."	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My son's caseworker, Teresa O'Donnell, has been kind and helpful the few times we have had any dealings.	I don't ask for much. I have been really concerned lately when told they may withdraw support of the lifeline I wear to the hospital. That is the really necessary part of the program for us.	Individual providing adult residential care services in Western Washington.
They are quick to give information regarding if children qualify for services.	I'm happy with them!	Individual providing child foster care or child group care services in Eastern Washington.
DSHS workers seem to have too large of caseloads therefore it makes it difficult for them to adequately follow up with their clients for needed services in a TIMELY or sometimes courteous manner.	Be more PROMPT in responding to telephone calls. Give better information upfront and along the way regarding services and requirements/expectations of DSHS in reference to client.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Help with information.		Individual providing adult residential care services in Eastern Washington.
Offering withholding taxes is a wonderful option.	Can't think of anything.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Caseworker explains what's what WELL.	Set up payments using the Internet, like ES does for money. Unemployment payments = same time/phone/mail.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I cannot recall a single time anyone from DSHS wanted to help us. They want us to do everything for free.	How about adopting a real attitude of partnership - working from agreements rather than from agency dictates?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They answer all questions and are very helpful. When I need answers from other departments they point me in the right direction.	I think they do everything they can.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer my questions.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Always courteous, answers all questions. Good training.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Yes, DSHS was really a great help 9 and we're blessed for being a part of it. Thanks so much.	Right now we're satisfied and more. Thanks.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
No comment. Make matters worse.	If you don't have any problems. Everything is okay!	Individual providing other types of services in Western Washington.
	Value us! Listen to our concerns, stop "passing the buck."	Individual providing adult residential care services in Western Washington.
	Send checks earlier.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Typically communicate areas of need and what can be provided to the person whom we're serving.	Answers don't always come quickly. Solutions don't always come quickly.	Individual providing adult residential care services in Western Washington.
For the second year in a row my DDD hours were cut, and I feel it's a slap in the face when I call my caseworker and on his recording I hear he is so happy his hours have been increased and he will get back to me. Nothing I can do about my hours being cut and it's nice his are increased. Will I get another cut this year?		Individual providing more than one type of service in Western Washington.
So far things have gone well. They were patient when things didn't make sense to me on the process (paperwork). The time frame of the whole process. When I needed to be run through it in the very beginning of getting set up for my daughter.	The biggest problem I see is the getting ahold of a person in a timely fashion. Then sometimes the length of time the process takes. Otherwise everyone has been courtesy, patient, and respectful!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Great caseworker. Pay check turn around is great!	Return phone call in a more timely fashion.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They do just fine.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Needs to involve caregiver more in overall decisions and care of client. Don't cut my hours behind my back - talk to me!!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Returns my call.	Quit moving case managers all the time.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Caseworkers excellent.		Individual providing other types of services in Eastern Washington.
They have ALWAYS helped me in every situation.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
My calls are returned ASAP and my concerns are heard and we find solutions.	So far, so good. :)	Individual providing community activities or parent education services in Eastern Washington.
Advocates well for d.d.	Increase residential rates. We've had only a 2% vendor increase in 3 years. Cost of living advances at a higher rate than that.	Agency providing adult residential care services in Eastern Washington; 25 employees.
Answers questions I have quickly and politely.	?	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Calls back or e-mails me when I have a question or concern. Helpful advice, etc.	Send information on class(es) I may take this summer, in Spokane, for 10 hours needed.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Our caseworker answers all our questions and takes care of any problems immediately - very nice guy.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They help me figure out how much I can make and help me get there.	They need a different system for lost/stolen checks. The one now takes way too long.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Intake assessments.	Comply with judge order to ABOLISH the "Shared Living" rule.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
DSHS does everything just fine.	I can't think of anything.	Individual providing adult residential care services in Eastern Washington.
They basically explain everything so that I understand it. I really like that about DSHS.	I would really like it if they sent everything in Spanish so I would understand even better.	Individual providing child foster care or child group care services in Eastern Washington.
Yes, staff has been supportive locally.	Outside region staff - sometimes difficult to contact. Sometimes I feel out of touch for meetings and informed of trainings.	Individual providing therapy, medical, dental or nursing services in Eastern Washington.
Answers all my questions and responds to my needs promptly.	Nothing.	Individual providing adult residential care services in Western Washington.
Local office is great - once it gets to central office (Olympia) seems to get lost in paperwork.	Listen and RESPOND to our needs. Olympia DSHS Staff do NOT treat me with courtesy and respect - if they respond at all.	Agency providing adult residential care services in Western Washington; 35 employees.
Almost always get an answer to any question immediately. Very focused on clients (Region 5).	Help increase assistance finding dental services for difficult clients.	Agency providing adult residential care services in Western Washington; 63 employees.
Give me advice and keep me informed of what I need to know to help my client.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Responds to information I request to know.	I am satisfied with the program. Thank you.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Good communication. Calls are returned promptly.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
When I finally do get the "RIGHT" person, they are very informative to my needs.	Phone number guide for classes and or employees (since caseworkers change all the time).	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Advocacy.	Lighter caseload to facilitate quicker response time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I feel with so many people on DSHS and so many employees - there isn't one situation for every need.	It seems no one knows most common questions, I get referred to about 3 - 4 people before I get my information.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I almost never talk to an individual, but when I do they are always helpful.	It is difficult to get through to an individual.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The phone message and system to record hours worked for the month (invoice) works well!	I think you do a good job. Payment is prompt, which I appreciate.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Return calls - pay us like they say they will for our ten hours of training instead of half.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	You knew that "Shared Living rule" was not right, but did not do anything to protect us from unfair cuts.	Individual providing adult residential care services in Western Washington.
Friendly, calls back almost immediately if I leave a message.	Revise evaluation instrument to more appropriate evaluate the level of services my son needs.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always return my calls. Offer good information.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
I'm the [identifying information redacted] and all DDD caseworkers I've talked to have been very helpful with figuring out billing and payments!	Nothing to help us specifically. All the accounts have been set up by the families before the students start riding here. The parents let me know who and where to bill.	Agency providing more than one type of service in Western Washington; about 14 employees.
Provide immediate response to my questions and inquiries. Supports my care person and shows a lot of understanding and support for their needs.	Get rid of the "Shared Living" rule and assess on the individual's needs for those areas of care. Don't apply a rule to everyone - it is not accurate.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Caseworkers are very helpful and do their best to offer information.	Sometimes it's hard to know where to begin when transitioning from one area to another. Maybe a contract list.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Friendly, informative, helpful.	?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Consultation, collaboration.	Increase pay/fee schedule for services, assessments, and negotiated care plan. Forms downloadable and usable from the Internet.	Agency providing adult residential care services in Western Washington; 6 employees.
Listens to our concerns and try to help us solve our problems with their support.	Nothing. Tobias returns calls quickly - if he doesn't have an answer, he searches one out.	Individual providing other types of services in Western Washington.
Processing payments.	Advise client service.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They send out information so I am well informed.	Too much duplicate information: sometimes very confusing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Has responded as quickly as they can when a crisis arises.	I have no complaints - I have always been treated very well.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes - pretty much.	Maybe offer continuing education classes in the evening and weekends (Saturday).	Individual providing respite, attendant or medicaid personal care services in Western Washington.
At charting the needs of a child and providing information when necessary. They do provide much needed "respite program."	At times we need more respite care hours - especially during the summer months. Wider variety of programs for various needs of our kids.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Advice - suggestions.	Provide direct deposit (EFT) for monthly payment.	Individual providing adult residential care services in Western Washington.
	Provide phone numbers and have a live person available at those numbers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Funding for monthly hours - prompt. That is helpful and appreciated!! Oversight nurse is flexible and prompt. DDD is also VERY helpful.	Can't think of anything more, unless you know of a week long summer care program for disabled adults...I'm working on it.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.	It would be nice to have a case manager for more than a couple months at a time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
(Interviews - appointments) on time - shown concern, offer MATERIALS on care safety classes etc.	Give back the 50 hours you took with one stroke of a pen...a year ago - wife has no medical insurance now.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer and return calls.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
When I do have a problem they are very helpful.	Not a thing.	Individual providing adult residential care services in Western Washington.
Most things run well.	Only problem was taken care of by caseworker regarding back respite pay.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
We hardly deal with anyone. Nurse - one time a year - very nice. Caseworker one time a year - haven't met new one!	Not much of anything.	Individual providing adult residential care services in Western Washington.
My "boss" is always available to answer questions and be supportive. If she is unavailable, the rest of the staff does their best to help.	Nothing!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	it would be helpful if there were a better phone system. The CSO number is extremely frustrating.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very helpful when asked questions.	More staff.	Individual providing more than one type of service in Eastern Washington.
Listens, understand, and give their full support in solving our concerns and concerns regarding caring the elderly.	Continue their assistance and full support in ATH needs and solutions to physical, social, emotional and financial problems of state patients.	Individual providing adult residential care services in Western Washington.
Listen well.	A computer system that would enable us to get invoices through e-mail. Do all invoice stuff on line. No more paperwork through postal service. This would be helpful for direct deposit recipients.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Direct deposit of check.	Send less copies of the paperwork.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very pleased with present caseworker. Responds quickly, listens well, very helpful!	I am very pleased with the work being done.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Remember what was promised and report on progress inability.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Return phone calls - same day or next day not one week later.	Individual providing adult residential care services in Eastern Washington.
Answers questions when I call.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Payment system.	Aging and Long Term Care - Eastern Washington - difficult to get information from - seem bothered if questions are asked. Auditors - not well informed - not helpful at all!	Agency providing respite, attendant or medicaid personal care services in Eastern Washington; 45 employees.
Give information and number of people with knowledge.	Make sure letters are sent out. Information is known by DSHS so provider can get help understanding.	Agency providing adult residential care services in Eastern Washington; 6 employees.
Answer any questions I have in a prompt manner.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Helped getting my training done quickly.	My case manager to return my calls. My current case manager has never returned my calls (asked for at least 5 times).	Individual providing adult residential care services in Western Washington.
DDD personnel are responsive to my phone calls. Call back quickly and have the information I need.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
We visit, they ask questions, fill out some forms, then leave.		Individual providing services not indicated in Western Washington.
Caseworker is very friendly and is willing to help with other agencies and paperwork.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Send assessments yearly.	Individual providing adult residential care services in Western Washington.
This job is very intense with special tasks to do. The raise is very much in order.	Continue to listen to our needs.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responds quickly.	None.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	I would like to get my 36 hours back. The ones you cut out of my MP care hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Returns calls promptly.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always responds if I have a concern or question.		Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Provides many training opportunities.	Return calls, communicate.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I have found them eager to help within their capabilities.	It would be nice if they had more housing opportunities for people with DD.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Monthly payment is always sent on time and the amount is correct.	I believe case managers may need more and better training. Communication needs to be improved. Our relationship with them should be based on trust. Disabled persons wishes should be considered!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I love the automated "invoice express" line. It's easy to use and very convenient.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Well organized.	You are doing the best you can and I am satisfied.	Individual providing services not indicated in Western Washington.
Respond quickly to calls and with accurate information.	Provide automatic contacts for adult services without having to ask.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Health benefits for spouse and family pay vacation.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers calls, questions, and concerns quickly.	Give us more hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Have a nurse one time a year come to our home.	Listen to the emotional issues that we as parents of disabled adults deal with and account for them in our hours included with the medical hours.	Individual providing other types of services in Western Washington.
Listen to our needs. Help to solve them.	Smaller caseloads so more individual attention.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Our case manager is very prompt in answering our calls and any questions. She is professional, courteous, and informed.		Individual providing adult residential care services in Western Washington.
	Return phone calls.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	I've called [identifying information redacted] 3 times with an address change (over 9 months) that still is registering in the database.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
DDD and caseworker services are excellent.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Depends on what I'm asking of them. Mostly they've been very helpful.	Understand that some clients, regardless of age, they may still be handicapped and can't and will never be able to care for themselves.	Individual providing adult residential care services in Western Washington.
I always get a phone call back and am heard.	Stabilize the care worker - we have had 4 in one year!	Individual providing child foster care or child group care services in Western Washington.
Usually everything goes smoothly.	Sometimes I have left messages for three days in a row and not had anyone call back.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Has been totally responsive.	Agency has met all my family's needs.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always returns calls.	N/A.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
DSHS handles immediate needs of clients, parents, organizations very well.	Stop reorganizing and studying yourself so you have more time and money to devote to services.	Agency providing adult residential care services in Western Washington; 55 employees.
Giving me information I need to do what you are requiring of me. Often make me feel like I'm hassling them, but are respectful just sound overworked.	I paid HUNDREDS (\$500) of dollars for insurance (nursing) then they cancelled the nursing (until the family appealed the decision.) I felt very taken advantage of, financially. I don't make much money at all and felt very taken when they cancelled, after ONE month, after requiring me to get the insurance.	Individual providing therapy, medical, dental or nursing services in Western Washington.
They reply to my needs right away. Never a problem!!	Do not know.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Ask questions, make suggestions, provide information, visit my son at his place of employment, go out of their way to be helpful. I'm very grateful for them.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Discuss cases, encourage foster parents to get children to their counseling appointments.	There is WAY too much paperwork for the amount of pay. Paperwork takes at least an hour a month. I'd like to be paid for that.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Provides information.	Provide a medical and dental registry.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always available for assistance regarding questions, concerns, etc.	Nothing, I am very satisfied. I do feel the caseworker has too large of a client caseload.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Respond immediately when a situation arises. Helps to solve problems.	We are fortunate. We have a good case manager who listens.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I feel Lori McWilliams truly is our friend (and she must be a bona - fide genius to remember all the tiny details she sweetly remembers)	Nothing? :)	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	It is complicated to update information. It is difficult to find correct forms on the website.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always returns calls and answers questions. Very helpful. Very satisfied.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Meets after work to review clients needs. Answers phone questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.		Individual providing adult residential care services in Western Washington.
Don't have much contact so can't say much.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
My supervisor is always there to help when you need help for your clients.	Not cut our hours anymore.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Our case Manager Maureen O'Reilly treats us with respect and listens well! Direct Deposit is awesome!	Easy to follow WACS that make sense for Adult Family Homes. Give case managers work loads that are manageable - keep our residents with same case manager that knows them. It's hard to switch. More DD type continuing education options on the eastside.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Direct Deposit - and Invoice Express! My questions are always addressed well and usually answered promptly	Keep trying to get the invoice to me "on time" each month.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My case manager does try to answer my questions and follows up if she doesn't have the answer.	Too often case manager changes, I'd find out when I call with a question. I had one instance where I talked to at least 3 people before I found out who my case manager was. One person said it was "Jane." "Jane said, "no, it's not it's John," etc.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Good case manager - very responsive.	Break the log jam on services (i.e. respite and residential/waiver placement... etc.).	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	The correct casework and number. Who to call for which service or problem, instead of all around looking for the correct person, and information in a timely manner. We have or are in the process of the transfer from King county to Lewis county and the file has not arrived here and we are trying to find out where it is before next pay period etc. items are due. Could use help with this please.	Individual providing other types of services in Western Washington.
If I have questions they are very well answered.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Some are very helpful by returning phone calls, others are horrible.	I had an experience with a fellow who never returned phone calls and when I talked to him on the phone he would never follow through with what he said. I went to his supervisor and the same thing happened. The problem was never resolved and I feel the staff was irresponsible and unprofessional.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Willing to help when I need them.	Can't think of anything.	Individual providing more than one type of service in Eastern Washington.
Listening.	Nothing	Individual providing adult residential care services in Eastern Washington.
On just everything I talk to them about.	None.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
The case managers that are good are very good. A few others though, do not respond to our needs well or in a timely manner.	Be up front - genuinely encourage permanency and focus on individual needs and intervention in a less fiscally driven way.	Individual providing more than one type of service in Eastern Washington.
	Not write "services complete" when services not on statements.	Individual providing therapy, medical, dental or nursing services in Eastern Washington.
They try to understand what the need is but can't give an answer if there is money to help.	Let us know what kind of needs are there. Nobody knows anything of the money. And where it all goes.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers my questions.		Individual providing adult residential care services in Eastern Washington.
Try to find funding for my son so that he can stay in school.	More HR.	Agency providing respite, attendant or medicaid personal care services in Eastern Washington.
Offer the Nurse Advice Line - what a life saver.	Case managers could do a better job at returning calls in a timely manner	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Listens to what you say about the disabled person you are caring for.	Make paperwork easier for disabled person and caregiver to fill out.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Know how to answer questions or direct to someone who can.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers phone calls in a timely manner. Home visits when needed promptly.	Update on services a bit more, as to what is available to providers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer payment requests in a timely fashion.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Tolerance and patience.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provide workshops and resources to help my daughter.	Provide institutional care, like Selah, for my daughter.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
At this time - I have not had a lot of continuous contact - when I have, I have no complaints.	Perhaps more personal contact?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Return phone calls.	Letting me know about programs etc. that may help our family. More education on what's available in ways of support.	Individual providing more than one type of service in Western Washington.
Amount of documentation is good as well as locations for getting such documents.	Give orientation classes at other locations than Seattle.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.	Nothing that I can think of at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They're polite on the phone, helpful and get back to me in a timely manner.	Provide a C.P.R./first aid course.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Respite care, mental health care and resources, better pay.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case manager always available.		Agency providing adult residential care services in Western Washington; 9 employees.
Answer any questions I have.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Make recommendations, referrals, etc.	To recognize psychological needs/skills to deal with AUTISTIC clients on a daily basis.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.	Same [Yes, does well].	Individual providing adult residential care services in Western Washington.
	Nothing I am satisfied.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
At least the agency exists for developmentally disabled people who are totally dependent.	Turnover in the case management position is awful. We have to retrain and reestablish a functional working relationship every 12 - 18 months.	Agency providing adult residential care services in Western Washington; 60 employees.
Yes.	Get rid of our Union!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Send a licenser that speaks clear English, and stop looking to find mistake where there is NONE.	Individual providing child foster care or child group care services in Western Washington.
Available for questions and suggestions from caseworker and oversight nurse good communication.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
They keep me inform with all the changes.	Give me more hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not too much. If I call and ask a question, they will sometimes tell me where I can find an answer. They don't do research or usually ever know the answers themselves.	They could PAY PROVIDERS MORE. Also, consider each client individually, with regard to assessments.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Once we found where to go the professional there attended to our needs and questions immediately.	One on one, face to face contact is better for the elderly.	Individual providing community activities or parent education services in Western Washington.
Work relatively quickly in regards to monthly payment.	Nothing that I can think of.	Individual providing therapy, medical, dental or nursing services in Eastern Washington.
Reviews and providers for clients needs.		Individual providing adult residential care services in Western Washington.
If I ever have any questions I do not hesitate to call. The caseworkers have been great to work with.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.	Same [Yes, does well].	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Keeps the mail updates in order.	Not sure - we really could use resources maybe. Pretty much don't have any contact.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Return phone calls in timely manner; answer question left on message; give me more hours since I put in more hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Take taxes from paycheck.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I work with King and Pierce county - King county supervisor is available.	Tacoma - caseworker nice, higher ups not as available to answer questions.	Individual providing child foster care or child group care services in Western Washington.
They've always helped me in a nice manner.	The last time I was there they couldn't have done any better.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer questions effectively.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Getting answers to my questions.	If we are required to do continued education each year - provide the classes.	Individual providing adult residential care services in Western Washington.
	Give hours back to parent providers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responds quickly to e-mails and phone messages.		Individual providing adult residential care services in Western Washington.
When I leave a message, ALWAYS my phone calls are returned within 24 hours.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Courteous, respectful, patient. Response time is usually good/adequate.	Information sharing periodically slow or lapses - improved contact information sharing would be beneficial.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Referral letters.	We have been forced to write off hundreds of dollars in unpaid fees. Bills are not paid in a timely manner and we are not told when services are not covered until months later i.e. staffing very frustrating.	Agency providing therapy, medical, dental or nursing services in Western Washington; 3 employees.
Training - being able to report hours by phone.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Returns phone calls promptly.		Individual providing other types of services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Be more personable.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
No opinion.	No opinion.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They return phone calls promptly, give information needed, give good references.	Nothing at the moment.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They send information in a timely manner.	They couldn't make clear to the Medicaid home caseworkers about their health insurance for people who work half time.	Agency providing respite, attendant or medicaid personal care services in Western Washington.
Call me when they need to.	Pay me more.	Individual providing adult residential care services in Western Washington.
Good communication. Great at getting information when requested.	Work with us to remove barriers to "self-direction" for clients who want to do this.	Agency providing adult residential care services in Western Washington; 45 employees.
Very thorough in answering my questions.		Individual providing adult residential care services in Western Washington.
They give to me the option to take care my son who is down syndrome.	I would like to have neurologist doctor.	Individual providing community activities or parent education services in Western Washington.
Our case manager is always available, courteous, helpful.	I'm happy with our service.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provide requested information, work as a team with this RN, are courteous and helpful. (I am a contracted nurse delegate, and work with case managers for HCS/DDD.)	If case managers could automatically either fax or mail the assessment, this would be helpful! (upon authorization)	Individual providing therapy, medical, dental or nursing services in Western Washington.
I am treated with courteous and prompt office procedures. Questions have been answered clearly and precisely.	I am completely satisfied. Charla Bitner has been informative, supportive and professional.	Individual providing other types of services in Western Washington.
Case managers in Grays Harbor are always helpful.	Make the SSPS invoice system available online for monthly submissions.	Agency providing more than one type of service in Western Washington; 34 employees.
Being more fair with hours.	What happened to the 10 hours of classes each year? They were helpful.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Communicate and helps find resources best suitable for us.	Nothing, our workers are the BEST!!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Return calls, answer questions.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Michelle Osherwood - the caseworker I correspond with - is always prompt with information and follow through.	?	Agency providing community activities or parent education services in Eastern Washington; 50 employees.
Appreciate the rapid payment for services each month.	Accept the W-4 and the direct deposit applications the first time I sent them.	Individual providing more than one type of service in Eastern Washington.
LISTEN and I appreciate over the phone filing for payment.		Individual providing adult residential care services in Eastern Washington.
She calls right back and lets me know if there is anything new for this client.	Everything is going okay.	Individual providing adult residential care services in Eastern Washington.
Currently excellent caseworkers and personnel are prompt to respond to needs and make sure that needs are met - it hasn't always been that way.	I know it's difficult with so many clients to serve, but keep up little things like availability and assurance; a helpful attitude does much to keep personal care providers going - we work hard too!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They are very considerate of the time I have to give to them.	Better pay.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Yes.	Keep in contact with clients on a bi-monthly basis.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
No matter when I call - any of my questions are answered.		Individual providing adult residential care services in Eastern Washington.
In the 15 or 16 years I have worked as an A.L. my supervisor, Janet Hermean, is the best!	Return phone calls! Help you problem solve!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Nothing.	Treat foster parents as part of the team. Welcome in NEW foster parents.	Individual providing more than one type of service in Eastern Washington.
When I need.	Everything okay to me.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Pay on time, in an efficient user-friendly manner.		Individual providing community activities or parent education services in Eastern Washington.
Satisfied with work.	Keep posted.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Put SSPS forms on the Internet!	Agency providing adult residential care services in Eastern Washington; 45 employees.
When you call them with a problem, they take care of it in reasonable time.	Up the hours of care.	Individual providing adult residential care services in Eastern Washington.
Answer my questions promptly when I call them.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
The more experienced staff go above and beyond.	The newer, less experienced staff need to learn how to ask questions, and how the way they ask questions sometimes determines how the clients answer.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	They've done good job to help out.	Individual providing adult residential care services in Eastern Washington.
	Stop penalizing caregivers by the "shared living" rule. Also, recognize that cognitive disabilities are as endangering as physical ones.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They let my supervisor know when I'm there to see him. I never have to wait long.	N/A.	Individual providing adult residential care services in Eastern Washington.
Provide additional information of services that are useful for the specific person.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Our caseworker, John Albert, always answers and returns calls. He follows through on commitments.	We are getting very good help and service.	Individual providing child foster care or child group care services in Western Washington.
Phone calls are returned promptly.	I'm in Spokane, Washington. I have a full-time job in education and do respite work. I'm becoming very frustrated with what I see happening with what I see happening with money that is intended for the children. When I made the commitment to care give for a particular child it was with the understanding of all involved that she would be taken on outings, to the lake, movies, swimming and other events. I feel it is important for her to be active and socially aware. After doing this several years I was told that she qualified for activity money of \$100.00 per month. This money has not been going for movie tickets, swimming fees, popcorn, lunches etc. I see a real problem with the accountability of where this money is being spent. I no longer care give for this particular child. I could go on and on. My suggestion is that receipts are sent into the caseworker each month. I have also suggested to the caseworker that home visits are needed.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Provides insight into how the system works.	They are doing a pretty good job.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Provide direct deposit options.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers all our questions. Takes time and does not make home visits hurried - very helpful.	Hours do not meet the need - hours cut - "very" few quality - teaching resources for autistic children. Autistic children have needs that are relative to them and not all handicapped children. "PLEASE" advocate for more research and resources for autistic children. Everywhere I go people have close relationships with families with autistic children.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Annual visit.		Individual providing adult residential care services in Western Washington.
Home visits have been a lot more helpful than written or phone communications.	There is always room for improvement, but our DSHS caseworker has done a great job. We have relocated from King County to Klickitat and much happier - King County needs help.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers when I call with questions - pleasant to talk to.	Give enough hours to take 100 percent care of the client.	Individual providing adult residential care services in Western Washington.
To have people you can call for information. Classes to learn more and keep up with new ideas.	Health care - more benefits like vacation and sick time. Better pay.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Sometimes they just don't explain things and when I ask it's like it's an imposition and I SHOULD know.	Address the above [Sometimes they just don't explain things and when I ask it's like it's an imposition and I SHOULD know].	Individual providing respite, attendant or medicaid personal care services in Western Washington.
We have a good working relationship with DSHS staff from a variety of different departments and divisions.	Eligibility for programs and services needs to take place according to WAC guidelines and not draw out for months, especially DDD eligibility determination.	Agency providing adult residential care services in Eastern Washington; 3 employees.
All good.	No need to improve.	Individual providing adult residential care services in Western Washington.
	Your staff could vastly improve their ability to RETURN phone calls.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Provides excellent programs that help people in need.	Be informed about HWD program; send mail that specifically informs (not form letters!); be clear about how to qualify and maintain eligibility for healthcare.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They are responsive to all our inquiries. Have timely meetings, but not too many.	More training on cost reports.	Agency providing adult residential care services in Western Washington; 10 employees.
Informs me of all the benefits and changes.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Everything - I have never had any problems getting my questions answered. The staff are always friendly and very helpful.	Nothing - keep up the good work!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Anything connected with DDD.	Anything not connected with DDD.	Agency providing adult residential care services in Western Washington; 35-40 employees.
Listen to my concerns.	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Assessments, research information to answer questions. Very supportive.	Have more information accessible to them for their clients (i.e. employment sources, information on group homes, residential living agencies).	Individual providing adult residential care services in Eastern Washington.
DSHS always answers my questions and provides excellent service to us. They are very concerned and very caring regarding our needs.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
If I have questions - they're answered.	Just keep up the good work.	Individual providing adult residential care services in Western Washington.
They try, but there are too many clients.	They are too busy - too many people.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	Minimize turn over of staff specifically case managers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Anytime I've asked they've tried to be helpful.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They will answer my questions regarding the state system, because what I don't know is great.	They could let one know the way the system works without a person having to ask the questions.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My case manager used to be Terry Buck and he was phenomenal, he was very kind and was always there to answer my questions or he'd call right back if he's busy.	Stop switching the case managers so much, if not necessary.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Finding a way to make [identifying information redacted] trust again. {Identifying information redacted}'s autism makes him extremely reclusive.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Excellent case managers at DDD.	Find better support from legislators.	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Is readily available to answer questions, etc.	No complaints!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Caseworker tries hard to work for the betterment of residents as well as the providers.	Promptness needs to be considered for both caregivers and residents. Money needs to cover more uncounted needs that providers have for residents.	Individual providing more than one type of service in Eastern Washington.
Answer questions. Problem solve.	Haven't found that need yet.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Right now - nothing.	Return phone calls and do the paperwork on kids faster.	Individual providing child foster care or child group care services in Western Washington.
Will check into my questions and get back to me in a timely fashion.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very cooperative and they return calls in a timely fashion.	To keep up the good work and positive attitude. You can't please everybody.	Individual providing adult residential care services in Western Washington.
	I only work 36 hours a month I don't really need help with anything. Thanks for asking.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Local office reception friendly and caring. When reports are due, they let me make copies in the office to save on my copy expenses.	Case managers don't return phone calls or e-mail. Client/provider does not get copies of annual case reviews. Case managers make verbal commitments and then don't carry through.	Individual providing adult residential care services in Eastern Washington.
They're great.		Individual providing adult residential care services in Western Washington.
Mostly answering questions about education.	I'm happy.	Individual providing adult residential care services in Western Washington.
All they can.	Not sure?	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
DDD caseworkers always very helpful to access all AVAILABLE services. Very understanding and empathetic.	Speak to legislators regarding true support/services being provided to handicapped and provider should be compensated equally.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Does pretty well in trying to help and find out answers to problems.	Be more available in getting back to me when I call.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Listen and respect my observations. Know what I am about.	Understand that in order to do my job well, I need reimbursed for necessary supplies when a child comes into my home injured and with nothing.	Individual providing more than one type of service in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Automated system - we fax invoices and they are processed without delay.		Agency providing more than one type of service in Western Washington; 80 employees.
Up until last year I had a wonderful case manager. She knew so much and was very helpful to me and then they gave a new case manager.	Having my case manager call me promptly - not days later - when I leave a message of a need.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Verbal support - answer questions.	Ask the client how I'm doing.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers questions.	Give care providers their full-time hours back! One income people can't make it. It is humiliating. Better wages - 23 cents raise isn't near enough. I have done this since 1968.	Individual providing adult residential care services in Eastern Washington.
Payment to work with me and help me.	The way DSHS do very good, if you still keep the hours of service for me. It will help me. Thank you very much.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers my questions and is good about returning my phone calls.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Our representative, Sara Motao, does an outstanding job, reports - contacts - checks - all timely.	We are completely satisfied with DSHS service.	Individual providing adult residential care services in Western Washington.
Everything - very helpful and considerate.	Nothing - the DSHS is very caring and is doing a wonderful job caring for my grandson.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers questions asked.	Not make everything take so long.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The only contact I have my DSHS is when the nurse comes out. The nurses have always been very pleasant.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Keep me informed!	When asking for information - please send self-addressed and stamped envelope. Difficult to understand your phone messages from foreign speaking people.	Individual providing adult residential care services in Western Washington.
Case managers - go out of their way to help our DD clients in our AFH - working on their own time and using their personal vehicles.	Hire more DDD case managers- they are overworked and burning out. Some just get so discouraged over inside politics that they quit.	Individual providing adult residential care services in Eastern Washington.
	It would be nice if they could contact us once in a while to see how things are going.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Their job.	Shorter wait.	Individual providing adult residential care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Available and answers questions. Informative.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
The case manager I work with answers my question promptly and provides me with information or service I request.	I am satisfied with their assistance at this time.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Looks out for family's well being - helpful - kind.		Individual providing community activities or parent education services in Eastern Washington.
Caseworker keeps me updated.	I have no problems.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
If someone does not know an answer, they always have a suggestion of who to call.	Put vacation/sick hours accrued on pay stub. It is almost impossible to cash in vacation if no one knows how much is accrued.	Individual providing adult residential care services in Eastern Washington.
Keep appointments - always on time! Provide helpful information and training.	Increase our rate of pay! At least a cost of living increase.	Individual providing services not indicated in Eastern Washington.
They usually answer all my questions no matter how dumb.	Return phone calls faster	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everything seems to be okay.	Okay at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am an independent provider and really do not have that much contact - but when I do, always treated with respect.	I really couldn't say - I just don't know.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	Quit cutting hours every time we get a pay raise.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The billing system - once established is smooth.	Happy caseworkers.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Connect me to other departments as needed. Talk to people. People are knowledgeable and personable.	The only thing is - it seems that important stuff always arrives on Friday. And if you have a question, you can't get anyone on Friday afternoon. You have to wait until Monday.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Listen and understand - someone I can trust! They don't take advantage of their clients.	Advocate for the severe physically and mentally disabled children in public school, to ensure these children get the care they deserve. The government gave school money for the disabled, but often they ignore these children and just do them in to get by especially those who could talk or understand. They'll lie to the parent knowing they can get away with it. I know this because I see it in school everyday. They'll do anything to get the parents off their back. This includes staff and administration!!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Considering the huge department - very little.	Provide signing personal when doing yearly surveys by nurse and personal DSHS representative for hearing impaired.	Individual providing adult residential care services in Western Washington.
	Pay more attention to what they are doing.	Individual providing more than one type of service in Western Washington.
Always keeps in contact - and lets me know if there are any changes.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
I have no complaints, everyone is good to work with.		Individual providing adult residential care services in Western Washington.
Answer questions. Explain rules.	Don't know.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Prompt, careful listening, prompt phone calls, helpful, good attitude.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They return my calls promptly when I have questions and are courteous also.	Olympia don't duplicate! From Olympia I've been sent 3 forms for income tax to be taken out. In May after the second form was sent I called and they have my information to - yes, take income tax out!	Individual providing adult residential care services in Eastern Washington.
We have great case managers for this adult home. They work with us and the clients families when we have a difficult problems.	They already do their best, we couldn't ask for more.	Individual providing adult residential care services in Western Washington.
Staff listen carefully to providers and clients. (but they're helpless to provide more pay, which is surely due caregivers.)	Credit more hours pay for virtual 24 - 7 care!!! The low pay is shameful.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They return phone calls promptly, give information as needed, give good references.	Nothing at the moment.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Caseworker, Mike Lovejoy, always available to help.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Process paperwork for payment of therapy services.	So far so good!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Nothing.	Be at your desks! Answer phone calls. Be available.	Individual providing adult residential care services in Western Washington; 2 employees.
Listen when I am stressed out. Talk with client I live with.	Support decisions that providers make which will make job less stressful.	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Caseworkers and nurse home visits are always pleasant and they have a relationship with my daughter and care about us.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everything done is satisfactory/excellent.	All is great. None at the moment.	Individual providing more than one type of service in Western Washington.
	Be more courteous.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They respond quite promptly.	?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer questions in a timely manner.	Direct deposit payments could get to bank before mail recipients get theirs; instead later - no incentive to have direct deposit when checks come later than mail.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They have worked well with me to set up Parent Care Provider hours.	They don't have enough time to respond to me. It takes quite a long time for them (caseworkers) to get back to me, if at all. Knowledge of program and opportunities varies from each caseworker.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Return calls more promptly. Seek out answers before making assumptions.	Agency providing therapy, medical, dental or nursing services in Western Washington; 3 employees.
Jerry Hehamann, is [identifying information redacted] caseworker - she is excellent!	Adopted families need respite help - these ADHD, FAE and drug effected babies are so difficult to raise.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The person we deal with returns calls with a timely response.	Make sure any new people we deal with return calls within a reasonable time frame.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case manager is wonderful - very helpful - great advocate for clients.	Resource manager can be brusque and bossy.	Individual providing adult residential care services in Western Washington.
Call back and return messages.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Punctual, cordial in meetings.	Doing just fine.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Information.	Continue to do a good job.	Individual providing adult residential care services in Western Washington.
You're definitely accessible when needed during the week.	Nothing.	Individual providing adult residential care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I appreciate getting phone call from the case manager to confirm I can accept a new referral before the referral is faxed to me.	Effective communication. Call me!	Individual providing therapy, medical, dental or nursing services in Western Washington.
Personal attention to each person. Very helpful and courteous.	Nothing, very good, no changes necessary.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
DSHS help for my medical care.	When I call them I cannot reach them, I have to go there.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Increase our pay so we can deliver more good services to our residents. Gasoline is so high a price!	Individual providing adult residential care services in Western Washington.
SSPS by phone works well.		Individual providing therapy, medical, dental or nursing services in Eastern Washington; 1 employee.
	Stop changing case managers. Keep you advised of programs client is eligible for. Help get people on waivers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
To the best of their ability they answer question and assistance.	Hire more help for office so caseloads were not so heavy.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They work well to assist with information when needed.	They do well.	Individual providing more than one type of service in Eastern Washington.
Keeps me informed. Thanks!		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
I get my questions answered promptly and people take time to explain things.	N/A.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always informative.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
The people we work with directly are responsive, helpful, genuinely care.	The companion home program does not get enough support and takes its providers for granted.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
No comment.	It would have been nice not to have my hours cut.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They provide visiting nurse and social worker to keep updated on clients condition and help keep up on payments we need for providing 24-hour services.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Could be more responsive to correspondence. I've written - asking important questions - to a DSHS supervisor and never received a response.	Make requested changes in a timely fashion. I notified DSHS of my marriage and name change in Feb - March 2006. However, my payments are still being made in my maiden name. This may cause problems with social security.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I have always been satisfied with my help from DSHS.	I have had no problems whatsoever.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They are always helpful in answering questions and finding answers for us.		Agency providing adult residential care services in Eastern Washington; 38 employees.
Usually respond quickly and efficiently to questions/solve problems.	I have no complaints/comments.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very courteous and right to the point of the problem or concern.	None at this time.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They do not answer their phone calls or messages, they take their sweet old time.	I don't have too much to do with them. I home care my son so I don't call them unless I really have to.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer my question, return my phone call.	Please try to understand the very unlucky the handicapped person get.	Individual providing adult residential care services in Eastern Washington.
If I have any problems or concerns the case manager is always there to help.		Individual providing more than one type of service in Western Washington.
Make appointments, keep appointments, and call back.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They keep me informed of ANY changes to my son and my status.		Individual providing adult residential care services in Western Washington.
Always answer my questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Pays on time.	Do something with the attitude of counter people.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The caseworker is very prompt to return phone calls and answer questions.	Raise the pay? Offer free CPR and First Aid? Continuing education in personal care classes?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
No problem.	?	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Everything - invoices are on time.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provides quick responses to my questions.	Provide updated lists of names of PT providers and other specific agencies who will work with Medicaid and DSHS.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Friendly, patient, helpful.	Have more employees.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Working with my hours - to keep them straight for payment of services. Working with people for equipment for easier, safer care.	I only wish that the equipment for lifts and such were not such a slow process. I see this equipment as a safety issue.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Get client information quickly. Discuss situations.	:)	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Answer the phones more quickly.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Transfer promptly caregivers.	Less paperwork. More easily understood instructions and information. Pay parental caregivers much better.	Individual providing other types of services in Western Washington.
	Make the paperwork more simplified.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Respite care hours are always sent on schedule and are correct.	Less wait time on calls to DSHS.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case managers are available when needed.	Communicate! Some employees go out of their way to make things difficult! But there are those few who will go all out to help! Inconsistencies between staff in communication and information.	Individual providing adult residential care services in Western Washington.
Listen to my requests and give me the correct information to proceed.	Nothing.	Individual providing more than one type of service in Western Washington.
Prompt with replies - very important! Knowledgeable regarding department information.	The training could be better - let it be online.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The staff is very friendly and does answer questions when needed plus makes sure the client is well taken care of.	Allow more hours. Taking care of someone who has seizures all night long plus C.P. should be paid more than 76 hours a month.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My latest caseworker for my client has been real good about getting papers to me so I get paid.	Make sure our invoices all get paid on time, so we can count on it.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Very responsive to phone calls. Direct deposit works great.	After the initial monthly invoice and submit by phone, TWO more follow up mailings come. Are both needed?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Returns calls in a timely manner; case managers work to help all parties "win" challenges.	Send notices in a more timely manner. (contacting when contracts are to expire, as an example)	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They always come at my convenience and to my home.	More communication throughout the year. Help with services available.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Lots of information.		Agency providing adult residential care services in Eastern Washington; 70 employees.
	Listen to us - listen to what we say about the kids - but then not move them for what we have said. Treat us equal.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Case manager is wonderful... always calls back with information I need.	DSHS is spending too much money on employment vendors - some of the clients would benefit more from day programs than looking for a job.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They have been there whenever we needed help.	They have done a great job.	Individual providing adult residential care services in Eastern Washington.
Answer questions that I have concerning my care.	Take more personal calls instead of using automated service.	Individual providing adult residential care services in Eastern Washington.
Always helpful and answers all questions - I have had very good caseworkers.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer questions.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Flexibility when working with case managers directly.	Too much paperwork! Our reviews (over phone) is duplicated way too much!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I'm happy with caseworker.	Works well for us.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case manager, Mike Yuring, is always helpful when I call and always gets back to me in a short period of time. He cares about his clients.	Need a "Craig's List" of respite providers and respite seekers sponsored and/or created by the state - and it must be easy to access and easy to use.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I have a great caseworker.	Don't cut hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Inconsistent responses, lack of response, follow through.	Individual providing services not indicated in Oregon.
Fast referrals and help with paperwork.	Step up the process of getting a new caregiver approved. PLEASE.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Makes sure my needs are met if at all possible. She really really tries.	Give more respite hours.	Individual providing adult residential care services in Western Washington.
Payment system works very well.	Explain the role of the different personnel better.	Individual providing therapy, medical, dental or nursing services in Eastern Washington.
Be aware of which programs would be best for situation.	They are doing the best they can - to carry heavy/large caseloads.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They are polite.	Be prompt with payroll malfunctions, which seem to happen often.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They pay on time and give each month's payment completely.	They should give an insurance to the caregiver that watches the patient.	Individual providing adult residential care services .
Line workers try hard to help foster parents; they do so with a very unving government agency.	More expedient and consistent stipend payments. Daycare payments for older teens with DD/MR issues.	Individual providing child foster care or child group care services in Western Washington.
New phone technology not beneficial to caller. It enables me, so far, to be the caregiver for my adult disabled son at home.	When calling for inquiries or business, the calls are transferred to several other persons before having your questions answered, not always on the same day.	Individual providing more than one type of service in Western Washington.
Consider needs of people with developmental disabilities and contracts when they can.	Do not send me monthly social service notices for year long authorization. It is a waste of paper and mailing fees.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Caring caseworkers, but POOR customer service by phone. DO NOT OUTSOURCE customer services!	DO NOT SEND unnecessary or redundant paperwork. It costs ALL of us money.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Social workers on the most part are helpful and compassionate.	Make AFH more equal with assisted living (financial).	Individual providing adult residential care services in Eastern Washington.
Prompt payment for services rendered.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
It helps me in finding doctors that will take my child, activities. DSHS helps with transportation also.	When possible, return phone calls sooner.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Not cut hours since client lives with me.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Communication with case managers is crucial. Chuck Howard is a blessing.	N/A.	Agency providing respite, attendant or medicaid personal care services in Western Washington.
	Not screw up my SSPS payment all the time. They never inform me when a signature page has not been returned (from the assessment). I find out when I don't get paid. They make it my responsibility to get signatures from guardians. This is not fair.	Agency providing adult residential care services in Western Washington; 19 employees.
When I can get ahold of them they try to help. I have called for 5 months to get back refund for my son [identifying information redacted]. They took money out of his check that was supposed to be refunded. It's been 9 months NEVER RECEIVED.	To be able to get ahold of someone.	Individual providing adult residential care services in Eastern Washington.
Give clear explanations and offer to help.	Easier to reach by phone.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provides information and helps with forms.	Phone service to DSHS.	Individual providing adult residential care services in Western Washington.
My questions and problems are answered promptly.		Individual providing adult residential care services in Western Washington.
Always available to help with concerns and questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
One of my DD workers - David Hatton is also very helpful - return calls when not there, but there most of the time when I call. Thank you David.	Answer their phones and return calls.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Phoning in hours worked is nice.	Don't use the CARE tool until it is properly modified for people with developmental disabilities.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Sends me information and notices.	Have online training sessions or classes.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Payment accuracy is better.	Return phone calls.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Nothing - [identifying information redacted], our caseworker makes our life hell. She won't review hours for a year, just a month at a time. We want a different caseworker.	[Identifying information redacted] doubts everything we tell her - tries to cut our hours even more - sends nurse out over and over for no reason.	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Prompt in returning calls, negotiating solve issues which come up.	Keep doing the good job.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
DD Department very good in providing helpful materials to help providers promote quality of life for the vulnerable.	Be empathetic and recommend increase payments to AFH. After all we deliver quality care to our clients especially when providers are Health Care Professionals.	Individual providing adult residential care services in Western Washington.
Allow me to call with questions.	Have done well.	Individual providing adult residential care services in Eastern Washington.
Informed, trained, experienced people hang on and keep working even though caseloads are heavy and changing regulations are often unfair.	Recognize the services provided and how quality of life/richness of experience for high maintenance folks takes more time and should be paid for support and supervision are life and death issues.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Local caseworkers are courteous, caring and able to listen to concerns.	Show genuine respect and concern for clients with severe cognitive disabilities by providing significantly greater hours of personal care. IQ's under 70 are in the bottom 3% of population! Provide respite care. I've been on waiting list 5 - 6 years. Provide retroactive pay to parents D.D. providers wo were discriminated agains with use of CARE tool.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Gets me the information I need - or to the person who can if need be.	Help make decisions for long-term care for those clients who have been with you 20 years or more.	Individual providing adult residential care services in Western Washington.
Most of my contact has been with Rand Bollenbach. He returns calls promptly and is always helpful.	Unknown.	Agency providing adult residential care services in Western Washington; 42 employees.
Always friendly and team oriented.	Some could provide call backs after a message.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Continuing education.	Reinstate my respite coverage.	Individual providing more than one type of service in Western Washington.
I have had minimal contact, but it has been very pleasant and helpful - whether on the phone or in person.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers my calls and questions. I've enjoyed the same case manager for years now, rather than leaving 6 months as before. Thank you!	Keep providing information. Help with SSA information - it's SO confusing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always there to talk and answer questions. Very good at getting back to me with answers.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Explain things. Clear up problems.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Set up one case manager per house.	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They have always returned my calls and satisfied my questions.	I am satisfied with current issues.	Individual providing adult residential care services in Eastern Washington.
Detailed and good questions on overall review.	Recognize country's rights to "freedom of speech" (i.e. the wearing of a St. Christopher pin on lapel instead of hiding it on the inside of shirt).	Individual providing adult residential care services in Eastern Washington.
	Do invoices online.	Individual providing adult residential care services in Eastern Washington; 1 employee.
	Case managers need to return calls sooner.	Agency providing adult residential care services in Eastern Washington; 3 employees.
Meets with my busy schedule.	Nothing else. They're great and help me with everything.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Check the patient occasionally.	More information on dental care.	Individual providing community activities or parent education services in Western Washington.
Respond well to any questions or problems I have.	Inform parents of legal aspects when their child becomes an adult and will always need care.	Individual providing adult residential care services in Western Washington.
Any questions I have they always answer.		Individual providing adult residential care services in Western Washington.
Provide up-to-date information regarding services available.	As a full-time employee - hours flexible to meet needs outside of regular business hours would benefit me.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I love the e-mail provider rep system - I usually receive a quick answer to my inquiry.	Faster and easier ways to get pre-authorization medications or services approved. It takes way too long for this to get done now - maybe a web based auth system?	Agency providing therapy, medical, dental or nursing services in Eastern Washington; 60-70 employees.
Responsive to my calls.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Some workers are able to explain programs.	Have more workers who know the programs and are able to explain them.	Individual providing respite, attendant or medicaid personal care services in Western Washington; 2 employees.
Available when I have questions.	N/A.	Individual providing adult residential care services in Western Washington.
Our particular case manager, Maureen O'Reily, has been very responsive. Can't say about all case managers we have had.	Be sure ALL case mangers respond in a timely manner.	Individual providing adult residential care services in Western Washington.
When I call I get some answers. Or, they call me back.	I have asked for a copy of the care plan, but did not receive it for my client. I think the mother is supposed to provide it. Not sure.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer telephone calls.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Give suggestions or referrals.	Do not cut hours already given (we work HARD) give part-time workers medical and dental. Answer the phone if you are in, instead of the machine and call back instead of a week later.	Individual providing more than one type of service in Western Washington.
Things are processed in a timely manner.	Allow for supervisory payment for clients.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Allow me to have a roof over my head and food on the table! Thanks! While I'm caring for my child. Allows this to occur in a dignified way. Thanks for that too!	Overlap payment authorizations at year end so I know things will be paid/on time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I have no problem, everything is fine.	Nothing, all is fine.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Respond to ALL questions and problems.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
The social workers especially, Chris Simpson, are usually polite. I don't feel I get the respect I deserve from a few other caseworkers.	Help get my exceptional payments approved in a timely fashion. Offer to buy large ticket items like beds. DSHS needs to treat good or great foster parent better.	Individual providing child foster care or child group care services in Western Washington.
Yes, my worker is very good.	Right now I can't think of anything.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Positive, inclusive.	Communication - often e-mails and phone calls aren't returned and sometimes issued aren't addressed/resolved for months - if ever.	Agency providing adult residential care services in Western Washington; 95 employees.
Everything is working great.	Can't think of a thing.	Agency providing adult residential care services in Western Washington; 56 employees.
	More education with children's care.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Great.	All great.	Agency providing therapy, medical, dental or nursing services in Western Washington; 56 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Case management works hard to assist with any problems.	Pay for cost of care in a more timely manner.	Agency providing adult residential care services in Western Washington; 40 employees.
	Answer phone calls. Since David Ranero been the case manager, David Ranero - has done an excellent job!	Individual providing adult residential care services in Eastern Washington.
Work with us, not against us.	Stop cutting costs and taking away from the disabled.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Have the front reception desk be a more knowledgeable.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
DSHS always keeps me up-to-date on what's going on.	DSHS is doing very good just try not to make anymore cuts on hours.	Individual providing adult residential care services in Eastern Washington.
Everything is very good.	Stop making cuts.	Individual providing adult residential care services in Eastern Washington.
When I do receive phone calls they are good about informing me of the kids ages and how long they will be placed in my home. Keep up the good work.	Fight for better wages. If you do a break down of \$22.22 a day, that's an unrespectable wage. Workers need hourly wages. If you want to call it a stipend call it that. Don't call it a payment. That's an insult.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Be more consistent in food stamp program.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answer my questions. Responds quickly. Nancy Stewart is the best!	Really need adult day care services for community!! No one wants to help or even cares.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My pad that I use every month and my medicine.	They do just fine.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always kind, easy to talk to, and always on time for appointments.	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Help us with wrong numbers and missing/expired authorizations.	More patience with providers. Better tone with providers.	Individual providing equipment services statewide.
Answer my questions. Being comfortable asking questions is a big plus.	At this point, nothing. Please keep up the great work.	Individual providing adult residential care services in Western Washington.
My case manager is great if he doesn't know the answer he directs me to someone who does.	Be more specific on what services are available.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Not much.	Listen to your answers. Little understanding of the problems.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case managers answer questions and have been very informative.	Case managers return calls quicker. Have an INTERIOR case manager for clients when current case manager relocates, gets promoted, etc.	Agency providing respite, attendant or medicaid personal care services in Western Washington; 80 employees.
	Be more informative. Resources.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Attentive when asking questions. Answers questions.	You are great!	Individual providing adult residential care services in Western Washington.
The automated telephone payment system is excellent and the electronic funds transfer works very smoothly - a very efficient system.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
I don't really EVER talk with DSHS staff. I am pretty independent and don't have need to communicate with anyone.	I am very frustrated with inconsistency in payment dates. I have several DDD clients and get paid over a 3 - 4 week range. Caseworkers turn in hours at all different times, so I never know when I'll get my invoices. Families turn in hours on the first, but caseworkers don't put it through. It is the ninth today, I have received invoices and been paid for 2 May clients. I have 4 more May clients and have not even gotten invoices yet.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
When I have had questions or needed help they always get back to me promptly.	So far our needs are being met.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
The teachers/classes are wonderful. They seem knowledgeable and willing to help and understand me!!	I don't need proof of automatic deposit you send in the mail - save yourself postage and time and materials.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Paperwork comes in time to use in time. Inform of changes well.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Anything I've needed - information, help, reassurance, guidance.	All my needs have been met.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Excellent case/resource managers at Vancouver FSO of DDD Region 6. Excellent continuing education classes through the DDD; and excellent Medicaid Oversight Nurses through the Human Services Council; the Invoice Express call - in service is awesome.	I'd like to have a skilled instructor offer a continuing education class on the subject of methamphetamines: how to spot a methamphetamine user; how to care for a child of methamphetamine; how this drug is introduced to the body, what it looks like, etc.	Agency providing respite, attendant or medicaid personal care services in Western Washington; approximately 20 employees employees.
	Have better resources/contacts for new case managers. Notify us when case managers are changed!	Individual providing adult residential care services in Western Washington; 2 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Check resources available and connect with agencies for needed services.	Accurate assessment of hours provided/spent with client.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Our case manager is just awesome! She always has an answer for most of our questions - she is willing to learn answers for other questions.	Get all case managers like ours! There are some who do nothing at all - I feel sorry for those families that they work with.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answer my questions completely and honestly.		Agency providing therapy, medical, dental or nursing services in Western Washington; 4 employees.
They were very professional and helping.	None needed.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington; 1 employee.
Return phone calls back in a timely manner. Send information to me and my clients in a timely manner as well.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
If we have questions they will find answers.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Any time I call for help I get it in time.	To provide us with annual leave so that we can get time out - when you need!! AND thanks a lot for your concern. [Identifying information redacted]!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Electronic billing.		Agency providing therapy, medical, dental or nursing services in Eastern Washington; 3 employees.
Keep up-to-date - promptly return calls, answer questions well.	NOT cut hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Training - feedback.	Be more available.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Advocates well; supports providers.		Agency providing adult residential care services in Eastern Washington; 120 employees.
Notices are respectful. Personal assessments are done at a time convenient for us - evenings.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They are kind.	?	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Very responsive to inquiries/questions.	We get different answers from different staff to same questions. Some staff are ABSOLUTELY RUDE to us - accusatory and critical. Others very helpful!	Agency providing adult residential care services in Eastern Washington; a lot of employees.
Case manager who I work with is a good person. Concerned about clients.	Trainings sensitivity for people who help those who have D.D. AND gender identity or sexual minority issues.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Answers my questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Instead of waiting to be asked pertinent information regarding additional help or funding, offer the information. Let us know what other help is out there to help us in anyway.	Individual providing more than one type of service in Western Washington.
They provide assistance and answers when needed.	Stop the "shared living rule". That is ridiculous.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Questions answered within 24 hours.	Set up better pay scale for behaviors - it our most time spent with a resident.	Individual providing adult residential care services in Western Washington.
Return calls are prompt.	More information on behaviors pre- admission - then we would have a better idea of time required per resident.	Individual providing adult residential care services in Western Washington.
Keeps in touch about processes. Follows up as necessary.	Continue to be resource, and be available for communications.	Individual providing therapy, medical, dental or nursing services in Western Washington.
They help in a lot of ways. Like answer questions, and help with solving problems.	They're doing great, already.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Communication.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes.	?	Individual providing other types of services in Western Washington.
Referrals related to my expertise are fairly consistent. Most social workers efficient and good with follow through.	I am eternally frustrated with pre-authorization form and billing. Also, although my contract stipulates quarterly reports - I am now required to submit monthly - ludicrous! All billing/contracts people and social workers need to be apprised of pre-authorization process and that SAY has changed from 90 day updates to 180 days - or at least this is what I'm told.	Individual providing therapy, medical, dental or nursing services in Eastern Washington.
Listens. DD case managers very helpful.	Medical coupons - nutrition supplements very confusing - costs seem to be deciding factor - not need.	Individual providing adult residential care services in Western Washington.
1. Return calls. 2. Send me referrals and information. 3. Extra nice caseworker. 4. Let me know of classes. 5. Attend meeting for daughter and me.	Provide more support for family (not money) so families would be more apt to keep child at home.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
When I need assistance with my daughter. Give me information when I need help with other disability problem they offer help in anyway.	They do a pretty good job, in every business there is always room for improvement.	Individual providing adult residential care services in Western Washington.
I like the telephone call in for pay checks.	I don't know.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Personal communication - in person or phone with case resource managers.	Maintain access to case resource manager and personal involvement with clients in order to maintain team support of client.	Agency providing therapy, medical, dental or nursing services in Western Washington; 5 employees.
Most employees have been very kind.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
My questions and concerns are always taken care of promptly.		Individual providing adult residential care services in Western Washington.
[SEE Q3 FOR RESPONSE TO Q2].	<p>I shouldn't have to fight with Medicaid to obtain ointment. Something that is needed daily (a small tube lasts 1 day) and Medicaid will only pay for one tube every 6 months - so that adds another \$15.00 per day I have to personally pay for so that she doesn't die from staph infection. Cover my client's (my sister's) prescriptions better, on Medicaid. I'm having to pay out \$158.25 per month for prescriptions not covered by Medicaid, which she needs to keep her alive. That cost is for mandatory medications she needs and doesn't include her medical incidentals I end up paying for on my own income. I'm having to spend \$425.00 for ointment each month. Then \$158.25 per month for other uncovered prescriptions. Why as her care provider am I having to spend \$593.25 per month for her prescription needs, when Medicaid should be paying for things because she is on SSI?</p> <p>Medicaid NEVER treats me with courtesy and respect. DDD treats me 50-50 with courtesy and respect - referencing the personal case manager for my client. Local CSO supervisor at [identifying information redacted] is totally snotty. When I am advocating for my sister's rights, [identifying information redacted] lies to me and sends me to the wrong HCS office. Sky Valley HCS has excellent service and are helpful. SSPS has been cooperative as well.</p>	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not much - workers hard to reach - needs are slow to be worked out, especially for special needs people.	Have a special needs resource manager to handle - ONLY special needs clients. Someone who know what special needs are. I have ideas call me 360-866-8548.	Individual providing more than one type of service in Western Washington.
Guide me to do the correct paperwork. AND inform me on what's going with me and our government.	Communities unite and with low unemployment rates give "REWARDS" to the citizens and communities. From businesses IN SAID communities.	Individual providing more than one type of service in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Usually can get staff on phone, if not, they get back to me soon. I like working with DDD.	Can't think of anything right now.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Current caseworker has been very understanding and helpful.	Let people know all that is available to them. Be more open; if we do not ask about it, we do not get it and sometimes we do not know to ask.	Individual providing more than one type of service in Western Washington.
We have one regular dates and places to do things.	We a pretty well routine.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Nothing - I only see the nurse for my daughter.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They are always helpful and answer questions.	Call back sooner.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Yes - lists of respite people - always interested.	Find me someone for respite help.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	Keep the files and records up-to-date.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Helpful in answering questions in a speedy manner. Telling the right way to seek solutions. Being there as a person to help you not to be against you.	At this time, everything is being handled at a professional manner.	Individual providing adult residential care services in Western Washington.
	Needs a better evaluation tool for establishing number of hours of eligibility for the clients - current one is inadequate.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers phone calls promptly caseworkers visit residents and follow up on issues - mostly AGING.	Let me know what services are available to residents with behavior/psych problems ahead of time.	Individual providing adult residential care services in Eastern Washington.
I really like my clients case manager. She explains things very well. I have but all the best to say.	I guess the only thing I can think of is informing my client if there is any financial hampers or set backs.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Nothing. They just cut my hours.	Pay for the real hours I work.	Individual providing adult residential care services in Western Washington.
Spends TIME when I call and ask questions - thank you!		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Pay for service rendered.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Pay for services rendered.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Help through red tape. Be a little more personable.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provides good training and information.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
If I am ever in a bind CHAP program is always there to help with foster child. They are always there and genuinely care.		Individual providing child foster care or child group care services in Western Washington.
The Division of Developmental Disabilities tries to give my son the supports they can within their budget and rule constraints.	Move out from under ADSA - Aging does not understand my son's needs.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I work with DDD to coordinate all.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Send payment on time. Thanks!!!	Have more phone numbers available; hard to speak to a person.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everything.	For her everything is good, but if you could send her forms in Spanish it would be better.	Individual providing other types of services in Eastern Washington.
They do very well at making my life miserable. Keeping them on task and making me jump through hoops every need my recipient has.	Do their jobs responsibly. Follow through on the tasks they are supposed to be doing, return phone calls. Hire more competent people. Please improve your employees and stop hiring idiots.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
I have always been kept well informed and feel that when I have a question or concern my caseworker is there for us. DSHS does well for us!	Right now I can't think of much, we are pleased with DSHS.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Gives me answers to my specific questions in a timely manner.		Individual providing adult residential care services in Eastern Washington.
The caseworker comes by to see how things are going and offers any help I would need, but all's - well here.	I don't think anything could be better.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
This is me [identifying information redacted] and how I feel...I am kind of amazed in how I was helped...Confused in one help and another help. Not sure about DSHS, Medicare, and Medicaid and others?	Dear DSHS, Not sure want you want me to do? If you want to take \$20.00 out, do so. Ever since Medicare came out with new idea, it's made my life heavenly hell. Paying taxes, what you want? The thing of it is, I have been calling every month about my daughter,[identifying information redacted], I thought we were done. We belong to Group Health Co. and I had told them, [identifying information redacted], had health insurance and drugs program with Group Health, but all anyone would do! You have to call Medicare; then they have you call Group Health Insurance yourself. If DSHS cannot work, Medicare, Medicaid, and Group Health Insurance cannot work and call? I have got her back on Group Health and drug program. Please do not talk to me about taxes. Please, Please! You cannot help! Why are you sending papers asking "What does DSHS do well," with anything? I'm sending papers back. Take money out, I give up on you. Thank you for your time.	Individual providing services not indicated in Western Washington.
Some case managers are great, (some not.) Many really care about customer and work well as a team, trust expertise.	Communicate, BE CONSISTENT, be knowledgeable about the subject, fulfill commitment in a timely manner, see the necessity of assistive tech., be available.	Individual providing other types of services in Western Washington.
N/A.	Answer phones, return calls, pay on time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Be more available and responding. Don't pass the work to someone else with, "I don't know." Be more knowledgeable.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer my questions, but sometimes they're rude or make me feel stupid.	Being more respectful.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Actually listens to my problems and helps me through them.	Everything is fine.	Individual providing adult residential care services in Western Washington.
They provide information about services, advocate for services; keep appointments and work well with my disabled daughter in interviews. Always cheerful, respectful.	My DDD caseworker is top notch. No complaints. Respite is hard to find - the worker that is.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
NO HELP! In fact, DSHS made mistakes that made things worse for the client and provider!	Provide good, useful, appropriate referrals for vital services for the disabled persons. (Neurological, medical, respite, dental, day care, etc.) Give back the hours that were cut.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Supply more information without being asked. Seems you have to ask about a specific program in order to get information - DSHS does not volunteer information.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Wish we could for our service invoice rather than mail!	Agency providing adult residential care services in Western Washington; 20 employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Everything is good except cutting hours of care for disabled clients.	Stop cutting hours of care for disabled clients.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Continue Medicaid Personal Care - help get meaningful volunteer work for disabled.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They are always there and willing to answer any questions I have - with a smile!! Thanks Lonnie and Jenny.	I think you're doing great!!	Individual providing more than one type of service in Western Washington.
Not cut any more.	Protect the services we been able to save.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Are always on time to do comprehensive assessment - don't really need it if living arrangement and care has NOT changed.	Have more programs and activities in community. Parks have some - but NOT enough!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Our caseworkers have always been responsive to questions and willing to get answers for us.	It is hard to have regular turnovers in caseworkers. Sometimes we have had 3 in one year. It would be nice if we could stay consistent.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes, they do an amazing job and very friendly people.	Nothing, DSHS is great!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
We work with a lot of case managers. Most are helpful; however, answers to questions are not consistent.	A lot of people with DSHS are not clear on DDD Washington State law.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case managers are excellent at responding to questions as they arise; prompt payment.	Timeliness in processing authorizations to begin treatment - at times it may take up to several months. It would be nice if invoices could be submitted online.	Individual providing therapy, medical, dental or nursing services in Western Washington.
If I call with questions or needs for my son, they are always pleasant, helpful, and realistic.	Help me plan, prepare for my son's future after I die. I really don't know what I need to be doing.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They keep me informed of changes.	Provide more hours for my client.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
PAPERWORK EXPEDITED/very helpful.	No suggestions.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They have listened to my concerns.	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Sends check and contract.	Provide better wages and health care.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I find Kay Kramer, especially responsive to my questions.	Clear and concise rules for Nurse Delegation. Services and coordinated with boarding home licenses. Better communication about meetings/contents. If RN unable to attend meeting at least mail information to them.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Information on other resources available in this area. Would be of more help if caseworker was well informed of client's history BEFORE making a first time home visit with client.	What purpose does it serve to ask a client, who cannot read and write, if they are registered to vote? Just one more thing they are reminded of where they need help from someone else to do what "normal" people do. It was upsetting and taken as a put down by the client.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Does not respond very fast to question about or when need information. Not very clear on them.	Improve communication with people that work with and improve the information they give out.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Very helpful with my adult son.	I am happy.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Direct deposits are great and so is the automated payment telephone function.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Numerous things, but you also have a few employees at DSHS who need to stop believing they're the only ones who know what they're doing, when in fact they don't know squat!	Better your training with DSHS caseworkers, so they understand their job. I've dealt with two so far who believe the money comes out of their pockets and they're also very crisp to people.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Not cut the hours which we make a living at! I have someone 24 hours 7 days a week and don't even get paid for 8 hours a day, but have to give total care to this person! They (you) just cut my hours in half!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They have a great orientation for new comers.	Send notices regarding continuing education that is required.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
A caseworker visits once a year to assess my daughters needs and determine hours the state will pay me for her care.	They change caseworkers too often - so they can't follow a person for several years and really understand the needs and situation. Not enough support for caregiver.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Discuss issues pertaining to clients living at the residential facility with facility administrators, with appropriate releases faxed from the facility as opposed to guardians living out of state.	Agency providing adult residential care services in Western Washington; 50+ employees.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Return calls. Have correct information and if not, find it and then call back with correct information.	Individual providing adult residential care services in Eastern Washington.
Review all situations of the patient. Give same resources or references that disable patient need.	Contact caregiver twice a year or call to keep in touch, to know what's been going on for the past.	Individual providing adult residential care services in Western Washington.
I work mostly with DDD.	Quit constant demands of my time. I am permanent legal guardian.	Individual providing child foster care or child group care services in Western Washington.
They provide me with information to best serve the people I work with. DDD of Walla Walla, are very good about giving compliments for providers for work done well.	It is sometimes difficult to reach a case manager or get a return call.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	More training when "WAC" changes are made and give more guidelines for APS reporting.	Agency providing adult residential care services in Western Washington; 50 employees.
Advice of updates or changes in policy returns, calls, e-mail.	Not change case manager so often. Try to have new case managers trained more thoroughly initially. Too long of a learning curve.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They treat me with respect.	I'm satisfied with what they do.	Individual providing adult residential care services in Western Washington.
Always there to return phone calls promptly and answer questions well.		Individual providing other types of services in Western Washington.
Providing funding keeps my child in the home and in activities offered in the community.	Caseworkers seem to be paper pushers only. Provide more information and help for alternative living arrangements for my 26 year old.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They are excellent. Very helpful to all my problems. I love my job and my people I work with.		Individual providing adult residential care services in Western Washington.
Friendly and knowledgeable, very courteous.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
I can always call the caseworker if any questions arise. She keeps me informed very well.		Individual providing respite, attendant or medicaid personal care services.
Everything. I have no complaints, except I resent having to pay union dues when I refuse to be a member.	My daughter requires 24 hour supervision and your "new" assessment tool does not take that into consideration.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Provides educational meetings. Returns calls.	Provide variety of meeting dates and times and places. Allow more time to complete when new contract papers are sent out.	Individual providing therapy, medical, dental or nursing services in Western Washington.
So far DSHS has done well and has help me.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Case manager easy to reach. Payment of services easy, fast and consistently reliable.	Help with respite care. We pay a college student \$50 a day to watch our disabled son when we want to take a vacation or get away for more than a few hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They just do their job the way they're told.		Individual providing adult residential care services in Eastern Washington.
Keep us informed on programs available to help client.	Keep better and more accurate records (payment type).	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I call them and someone will always return my call or offer to help me with any problems.	Keep doing what you are doing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I've never had any problems, but when I have questions, I always receive an answer.	As of now, nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Courtesy on the phone; quickly answer questions and solve problems.	Can't think of anything right now.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Okay at understanding our son's issues.	Not okay at understanding what we have to do to help our son - OR - can't help because DSHS policies don't allow them to.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Don't know.	Individual providing other types of services in Western Washington.
They are very respectful and helpful. They do the best they can to answer our question.	1) To answer our questions very well when we ask. 2) To return our phone call as soon they get our message.	Individual providing adult residential care services in Western Washington.
Provide answers to questions and give support.	Return calls in a more timely manner.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I rarely need to call, when I do my questions are answered promptly.	When I have called the wait time is a bit long.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Make training available and helpful hints on safety, etc.	Can't think of anything.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The quick response from our case/resource manager - Beth Rubenstein.	Waivers. (1) For those on a plan - inform what plan and options available. (2) Those NOT on a plan need constant updates on what is being done, what we can do, and the status for a plan!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Any aspect of case management is ALWAYS promptly addressed and taken care of!	Don't know at this time, except there could be a reduction in duplicate paperwork.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Great new caseworker!	Getting more information on local activities.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I'm happy for what you are doing.	I'm so lucky for my licensor, J. Arellano; my caseworkers, Laura Yaeko and Alfred Hunter. When I have a question I'm satisfied with their answer. They know their work. Good knowledge. They were easy to approach very friendly.	Individual providing adult residential care services in Western Washington.
They reliably pay on time. They send nurses to help keep an eye on my son and that is great.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
They are willing to answer all questions and not make you feel like an idiot.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Let us know when classes are coming out.	It would be nice if they could get back to me sooner. Three or four days is not good.	Individual providing adult residential care services in Eastern Washington.
Return my calls - help me when I need help.	Nothing I can think of.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Two times at reviews - nice people, second time - best person.	Correct my last name - it's [identifying information redacted]. I have a new social security card and yet, you have note of last name as [identifying information redacted].	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Meet with my employer and myself and show concern and patience.	Reduce case managers client loads.	Individual providing adult residential care services in Eastern Washington.
Responds promptly to questions sent via e-mail.	Simpler phone contact.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Listen to my questions and guide me the right way.	Be able to get ahold of caseworker more quickly. A lot of times when I call she is out of the office.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
You make it easy and convenient to report my hours through the automated invoice system.	I'm concerned regarding amount of paper wasted, sending me information regarding W4 IRS etc. I have decided NOT to have the SS income tax removed from my paycheck, but have no way to let you know so you might save some money. Maybe you could ask on the auto. Invoice system and avoid some waste?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always returns my calls promptly with an answer.		Individual providing more than one type of service in Western Washington.
I don't interact with DSHS on a face-to-face level. They definitely keep me informed.	They do a good job and are very organized and I think they do a great job.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Always helpful. If the person I talk with does not know the answer, then they always find out for me or tell me who to contact.	DSHS is doing a great job!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They give me information pertinent to the case of my client.	They should make sure they know about the client before they come for an assessment.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provides the services needed.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer my questions and serve our clients.	Not be so fussy with the background checks - "same" "none" etc. We go around a couple times on each one it seems.	Individual providing more than one type of service in Eastern Washington.
Always there for any questions.	Training.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
If I have questions or needs, I can always get ahold of someone to help, just a phone call away. Thank you for asking.		Individual providing adult residential care services in Eastern Washington.
	DON'T REDUCE MY HOURS.	Individual providing adult residential care services in Western Washington.
	Quit moving case managers around, let them get to know (DDD) clients so they work better together.	Individual providing adult residential care services in Eastern Washington.
Everyone is very helpful when you have a question or need assistance. All the case managers I've worked with have been positive and supportive.	I don't have complaints or improvements to suggest.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They always readily help with any questions. They are great!	We are well served now. However, you need to continue making sure that future DD people with very low IQ's have pre-vocational employment to service them, and the higher IQ's and abilities have group or individual employment available to them also.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Consultation - collaboration.	Raise payment scale for our services.	Individual providing adult residential care services in Western Washington.
I appreciate being able to phone in my information instead of mailing it.	Provide listing of dental/oral surgeons who work with disabled. Provide more info on safety classes for caregivers.	Individual providing respite, attendant or medicaid personal care services.
Flexible about meeting times.	Explain the medical coupons to me! A phone line for questions.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
N/A.	I think some should be more thorough in their job, providing helpful feedback for better improvement. Also, they should be more approachable, so we become comfortable knowing they are here to help everyone.	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
NOTHING.	Let us know who we could talk to if we have questions.	Individual providing other types of services in Eastern Washington.
Made sure I understood what services were available to our family - very helpful.		Individual providing therapy, medical, dental or nursing services in Eastern Washington.
Let us know when things are happening.		Individual providing adult residential care services in Western Washington.
DSHS did not throw away the application I submitted for assistance; DSHS just didn't do anything with it until I called a couple of months later.	Know the difference between a request for assistance and a review of services. Return phone calls.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Nothing.	Decrease hold times at customer service.	Agency providing therapy, medical, dental or nursing services in Western Washington; 6 employees.
Good website. Consistent mailings. Prompt reply (usually).	Relationship with payment folks is great. Continued mailings of updated contact lists. Consistent communication from DCFS workers.	Agency providing child foster care or child group care services statewide and in Oregon; 20 employees.
With suggestions and ideas.		Individual providing adult residential care services in Eastern Washington.
	Improve knowledge of other departments in DSHS to direct client to proper area - it took me 20 minutes and 6 phone transfers to make a minor change to a medical coupon.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I always get answers to questions - or how to find the right place to help me.	I'm satisfied - but sometimes I feel like services are duplicated in some departments - a waste of money.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Help me get paid for helping with the disabled.	Make sure we get paid for all the hours we really put in!	Individual providing adult residential care services in Eastern Washington.
Most of the time.	Return phone calls more quickly - when calling - not on hold for such a long time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
DSHS seems to care about providers and their needs.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Caseworker for my son treats him with courtesy.	Return calls more promptly, and give concerns to supervisors if they are unable to address them.	Individual providing respite, attendant or medicaid personal care services.
Minimal contact assures my check is correct and arrives promptly. Invoice express is efficient and easy to use.	Issue clear, usable directions to make the process of becoming a contract nurse and obtaining the necessary liability insurance less painful. It takes weeks and diligence to get through the process.	Individual providing therapy, medical, dental or nursing services in Western Washington.
Try to explain confusing "programs," yet I still do not understand.	They could use my married name on the checks please - I have been married 27 years! Make programs more simple.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Helps to the maximum according to policy.	Have a better policy, have more respite time available before the care workers become (the clients).	Individual providing services not indicated in Western Washington.
My son's caseworker through DDD is extremely helpful - always returns my calls within 24 hours - I appreciate that!	There is always room for improvement - Vocational Rehabilitation needs to communicate more with clients/guardians regarding work programs - MUST INSIST on reports from job vendors about client progress.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Food stamps are really working for our family.	Get medical insurance for mom.	Individual providing adult residential care services in Eastern Washington.
Yes, are doing a good.	Not that I can think of.	Individual providing more than one type of service in Eastern Washington.
DSHS hardly ever returns calls - I feel that when there's a problem with a clients treatment of care providers - we're on our own. No help.	Return calls - be more understanding of what we go through in clients' homes. Let us know we have rights.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Case manager listens and meets my needs as best she can. She's very helpful when I can finally connect with her.	Front office could be more helpful and professional.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
N/A.	N/A.	Individual providing adult residential care services in Eastern Washington.
Very responsive to all my concerns.	Nothing at this time.	Individual providing adult residential care services in Eastern Washington.
My second caseworker was wonderful. I had a few problems and she was great. But I have a new one and just talked to her to set up a meeting.	???	Individual providing services not indicated in Eastern Washington.
	Sometimes when we're with the same person that has seizures all the time we need a rest.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Direct me to someone that can help me. They don't keep me on hold too long.	Keep better records.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Take care of any eyesores as quickly as you can.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Not much. They only check with us only when a report is due.	DSHS stop cutting hours.	Individual providing adult residential care services in Western Washington.
Being available at the office for questions and phone and direct payment.	Not require to keep paperwork longer than one year.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Paulette Ketter was very helpful in getting [identifying information redacted] more therapy at the hospital and is better.	Have more, caring people like Paulette instead of bureaucrats that care nothing for people - like several caseworkers we have had who only want to cut services!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Change staff and regulations.	Keep case managers longer than a season - they don't KNOW their clients.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The staff come to the house. Nurses for check up are very nice and helpful.	Offer more hours. We went from 96 to 67 due to budgets.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Timely billing	Clear instruction on provider malpractice insurance and where to find it.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers question regarding all aspects of the care I give (i.e. poteiol contract issue etc.).	At the moment I'm very well satisfied.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responsive to any requests to fulfill and suggest alternatives.	Very satisfied with our caseworker.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My questions are answered pretty fast.	Make numbers easier to locate for who you need to contact.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Caseworkers have answered all my questions and been very friendly.	They are doing a great job.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Sends updates and info in a timely manner.	Maybe not send duplicate mailings. Time reading paperwork takes away from time available to provide care.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Keep in touch with client. Inform client of programs available to them.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The automated invoice line has always worked well.	You should provide mileage. You should not be continually paying us less and less. Don't require (without a choice) parents to be union - that takes what little money we are paid without our say so. Don't change caseworkers so often.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The case manager has not been helpful she does not return phone calls.	More accessibility to case managers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
We work with DDD - excellent people! We hope you will notice and promote our former caseworker Brenda Moore in Spokane office of DDD - she does an outstanding service!	Hire compassionate and caring people and develop procedures to weed out those who could really support themselves.	Individual providing adult residential care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
So very considerate, helpful and polite.	Nothing!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They answers my questions.	Return phone calls a little faster.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am happy with DSHS services.	No complaints so far!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
My caseworker is prompt to return calls and answers my questions/she gets the information needed if she doesn't know the answers.	Same as above [My caseworker is prompt to return calls and answers my questions/she gets the information needed if she doesn't know the answers].	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I appreciate their ability to answer my questions. They are very helpful.	Nothing that I can think of at the moment.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Visits our home and discusses our situation pleasantly, and answers phone requests.		Individual providing adult residential care services in Western Washington.
Answers my questions.	Do not cut the hours that I'm now serving.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They listen and try to fix problems. Karen Harvey - Melvena Powell have all been great.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
My questions are always answered in a professional way.	The payment remittance system could be easier - it seems like a lot of paperwork comes in the mail.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
David Hutton of Region 5 - DDD has been the best case manager. His service excels above others.	Eliminate shared living rule and pay retroactive wages for services not paid!!!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not much to this point in time.	Let us know about continuing education classes (i.e. when and where (i.e. safety training))!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer all my questions.	Answer the phone better.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Give more information on types of services available to the disabled. A newsletter for providers with information and ideas.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answer any questions or get someone who does.	Sometimes if I need to call I have to call twice.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Always returns my calls in a timely manner when I leave a message. Always helpful and courteous.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
They are always ready to answer any questions I may have about any new changes, if any in paperwork.	I don't think there is anything else they can do which is not being done already.	Agency providing other types of services in Western Washington.
Answer questions - caseworker checks up often and always offers ideas and help.		Individual providing adult residential care services in Western Washington.
They are very helpful with any questions or concerns and answer back messages promptly!	They could take IRS money out automatically or no W-4 forms without help.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not much. Only what is required of them.	Really look at the true reality of DD folks and their needs and limits!!	Individual providing more than one type of service in Western Washington.
Very timely with reports.	Return phone calls and answer questions or confirm phone call was received.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
DSHS sent my salary on time directly to my bank every month. Thank you.	This July 2006, DSHS will withhold Federal income tax for me. I have already sent two IRS form W-4 to provider file unit, Section 2, but until today I still receive IRS form W-4 to complete and submit. Why?	Individual providing adult residential care services in Western Washington.
Staff answer questions very well, and are and able to get interpreter for me (I don't speak English).	Materials sent to me in Chinese.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responds quickly to e-mails and phone calls.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am sorry, but almost everything is inadequate. Caseworkers and DDD lack information about just about everything.	When completing assessments, ask questions based on an appropriate care plan to help client, not continue to find reasons not to provide service like saying "We have no money."	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Help the client.	Work for more funding.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Communicate.	Communicate.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I have dealt with DSHS staff about two contracts (JRA and DDD). All staff have been courteous and helpful.	No big things come to mind... maybe streamline procedures and standardize forms more (not bad now, though).	Individual providing therapy, medical, dental or nursing services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They provide education on request (books, tapes), information and support. Phone calls are returned promptly by Mrs. Burke	No requests.	Individual providing adult residential care services in Western Washington.
Advises us of programs and benefits available.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
FINALLY - we have kept the same case manager over several years. This makes life so much easier!	I was lucky and knew the right questions to ask. Many are not so fortunate. It would be great to publish a broad outline of services available and how to interact with other agencies (i.e. DVR).	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Prompt answers and help.	Maintain level now expected.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I have had no problems with DSHS.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Always there to answer questions. Polite!	Pay a little quicker.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not much.	Care about the people they serve and their true life, not the one you imagine with numbers and computers!!	Individual providing adult residential care services in Western Washington.
They listen well and try to do the best for each person.	Don't know.	Individual providing services not indicated in Eastern Washington.
They help program [identifying information redacted](our son's) life	More employees so they would have more time.	Individual providing adult residential care services in Eastern Washington.
The people from DSHS are very helpful and take their job seriously.	The system could be made less complex.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Phone in hours.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yearly visits.	Everything is good.	Individual providing adult residential care services in Western Washington.
Visiting nurses helpful; caseworkers kind, respectful and thorough.	?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Handles payment, offers training, helps get questions answered.	The assessments are horrible - need to meet needs of individuals but they DON'T.	Individual providing child foster care or child group care services in Western Washington.
Answer questions, directs me to resources, returns calls and E-mails.		Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
	Follow-up when caseworkers say they are going to get back to you about something.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answering and/or giving referrals to questions asked. Courteous often.		Individual providing adult residential care services in Western Washington.
Our caseworker Sarah has helped us a great deal - with all the questions and support - she is very respectful also.		Individual providing adult residential care services in Western Washington.
Keep me informed.		Individual providing other types of services in Western Washington.
When I call with questions they are always courteous and prompt.	Can't think of anything.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
My case manager understands our need and does her best to meet them or direct us to someone that can.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everything.	?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Everything is okay.	Everything is okay.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Instructs, informs, other education to assist on my work, lots of information.		Individual providing respite, attendant or medicaid personal care services.
Listens attentively to the needs of the client. Is sensitive to their well-being.	Rates - for the amount of care clients are receiving, AFH providers don't feel compensated enough.	Agency providing adult residential care services in Western Washington; 3 employees.
Whenever I have asked for help they have been there to help in any way I needed.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
When I call and leave a message, my caseworker almost always calls back promptly with answers or help.	The caseworker turnover is disruptive. We get a new one, they learn all about us and we get friendly and they move on.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Records name and number for follow up purposes.	Return phone calls more promptly.	Individual providing other types of services in Western Washington.
Invoices are prompt, on time, and accurate.	Sometimes information about services is lacking or inaccurate.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They give helpful suggestions and keep me informed as to the various programs available.	Sometimes communication is slow due to caseworker's heavy load. Maybe an assistant would help.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
If I have to ask or want something explained they always help me.	They always work and help me.	Individual providing adult residential care services in Western Washington.
They always answer my questions promptly.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	Respond to questions and requests for assistance - follow policy and procedures - know client needs - improve "people skills."	Individual providing adult residential care services in Eastern Washington.
They direct me to services my clients need.	Keep a steady case manager for my clients.	Individual providing more than one type of service in Eastern Washington.
Finds programs for our son.	Show us the rules as requested when they make changes.	Individual providing respite, attendant or medicaid personal care services.
Clarify processes. Update information.	N/A at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
When I do call and speak to DSHS employees they are generally helpful and informative.	Just give people the benefit of the doubt and treat them kindly on a humanity level rather than on a class based system.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Provide more hours for the seriously disabled children.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
They return my calls and give me good information.	Simplify the government.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Maria Campbell is an excellent DDD caseworker, she is intentional prompt and caring.	Better assessment procedures - In addition to the computer assessment, better interviews, frequent checks to determine needs.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Give my son a waiver!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Get me to the people who can help with my questions.	Everyone has been helpful. Thank you.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Returns calls. Arranges coverage as needed.	No concerns currently.	Individual providing therapy, medical, dental or nursing services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Calm and courteous in person.	Humans to answer phones, not machines (I get frustrated entering numbers).	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They answer all my question and follow up with unanswered ones.	Authorize more hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Talk to me by phone or person to person.	Nothing, everything is okay.	Individual providing adult residential care services.
They have been able to help us find the help we need: Marie Campbell has been wonderful to work with - as have all the people she has helped us find help with.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Give correct information.	Keep good caseworkers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not much.	Give us more hours not try to take out.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Whenever I have questions, they answer them.	I don't know at this time because I have no problems with them.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers my questions.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very helpful when helping me fill out the paperwork. I really like the automated system to turn in your time.	Not so far.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Yes, they do help me. They answer me when I ask questions and I answer when they ask me questions. Very courteous.	Give back the hours cut from most home caregivers, I do not think it was fair.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Come to my house for meetings - answer my calls or call back right away.	Keep same case manager for longer time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
All has been okay.	?	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not much!	Be more readily available to answer questions and provide information and services. Cut bureaucratic spin and run-around. Act in a more timely manner when determining pre-authorization.	Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Deb Hale is the best - Now we have a new case manager, [identifying information redacted], but have not been able to contact her (or get a response).	Send a card and have an appointment when a new case manager steps in. RESPOND.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responded quickly to phone calls. Informed responses.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Sends my check.	Provide more physical therapy for [identifying information redacted].	Individual providing services not indicated in Western Washington.
Information on services available, like respite. He also responds within a day to my calls.	Find respite willing to come once in a while, instead of a set amount of hours per month. We are unable to find occasional respite services.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
We're treated like DSHS is doing us a favor when in reality we're doing them a favor. If it wasn't for us they wouldn't have a job. If we ask for food stamps or anything to help us out, because our pay wages are so low - we get turned down.	We need better pay, more of a raise. The economy isn't getting better it's sucking us dry - we also should qualify for food stamps automatically without begging or being shamed. I'm tired of being discriminated against.	Individual providing adult residential care services in Western Washington.
Very kind and compassionate. Helpful answering questions whenever needed.	Refer more residents to our facility - we are at half capacity - take 95 percent Medicaid.	Agency providing adult residential care services in Western Washington; 8 employees.
Answers the questions I ask if anything I need to know. Very courteous.	Nothing I can think of at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Asked about things that we really need especially for the clients needs - in case of emergency.	Have a better pay. Have all emergency things available.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
To work with.	Help with.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers my questions in a timely fashion.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Previous caseworker was on top of everything - I received notices of updates on time and was able to get paperwork signed and returned in a timely manner.	Current caseworker says she has too many cases and cannot keep up with what needs to be taken care of. I still have not received my paperwork that needs to be updated.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Keeps me informed (see below).	Written information could be easier to understand, be more specific, not leave me questioning about the information.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Nothing at this point! My client is still without a case manager, or at least not notified of one yet.	Get back to you in a timely manner. Doesn't notify providers, when case managers change. Don't re-enter your service contract and you're without pay for a couple months. You have to call daily to get it done.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Always friendly.	Post my time sheet then check status. I need to check back with the caseworkers. The last three had problems, which didn't check and my service hours were not submitted. Reduce the number of sheets of paper returned to me with submittals.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Making suggestions where something might help - sending information as requested.	Nothing at present time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	If an invoice is going to be late or not coming, providers need to be notified. This is our pay check. We have bills and families like DSHS employees do.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Solve problems and not act like it is my fault.	They do a good job.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Friendly and try to help.		Individual providing child foster care or child group care services in Western Washington.
I have not had much interaction with the staff, but when I have, they have always been helpful and have answered my questions.	Sometimes it takes a little while to get a response to your question, but I understand that people are busy.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They answered my question and they were helpful with clear answers and directions.	Work with certain staff members who don't speak English very well. It's hard to understand them sometimes and causes frustration.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Consult on cases; pay promptly and efficiently; return phone calls as requested; demonstrate genuine concern for clients.	Include me in staff meetings about our mutual client; notify me of policies or staff changes that will affect my client.	Individual providing therapy, medical, dental or nursing services in Eastern Washington.
Responded in a timely manner to help me find respite care or a group home so I could go on vacation.	Not so much red tape - waiting for their return call.	Individual providing other types of services in Eastern Washington.
Listens to concerns, tries to offer solutions.	Implementing some of the concerns, into solutions.	Individual providing adult residential care services in Eastern Washington.
Help with MPC.	Better communication and updates on services available and client supports.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Listen.	So far I have no complaints. Any case manager I have worked with have been super to me and my client (family member).	Individual providing adult residential care services in Western Washington.
Pays on time, accepts and processes information in an efficient manner, is willing to work with our schedules for the classes.	Return phone calls!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
DSHS has always been very cooperative with me, that's why I've stayed for five years. Very consistent.	Call me for substitute work in my area, one or two day fill in work. I want to be there for the people in my area [identifying information redacted].	Agency providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Yes, I have had great service.	Continue with their great service.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case manager is very helpful - Susan Fichter. Met with Dr. Thomas F James and he provided much needed help. Thank you.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Time delay on phone calls.	Be more courteous and stop cutting benefits such as wipes, pre-wash, fleet enemas.	Individual providing services not indicated in Western Washington.
No comment on this subject - can't find help, especially with case manager error.	Troubleshooting state workers that adult family homes have access to.	Individual providing adult residential care services in Western Washington.
Prompt and courteous.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Prompt.		Individual providing respite, attendant or medicaid personal care services.
Good visit to client's home to review aid.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
If calling can help.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am very pleased. Calls are returned promptly and the DSHS caseworker has answered my questions - concern in a manner that I can understand. I appreciate her.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Not cut hours. Work 160 hours, get paid for 59 hours.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
N/A.	N/A - as a parent provider, legal guardian, I have the resources needed for the well being of my daughter.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Actually able to do business over the phone.	Be faster in providing help/information.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Returns phone calls promptly.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Send a check - not really impressed with personnel.	Give better explanations or reasons. Also give alternative things to do.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They look up all information regarding your case and find the best possible solutions for you.	I have had a very good experience with my caseworker to date and feel there is no need for change.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
There are more training opportunities offered. Case managers are supportive - can they be more empowered? Regional Administration is very approachable.	Return calls more promptly. There is less of a "we're in this together" climate - hesitant to advise/troubleshoot with providers. Wish we could work more as a team.	Agency providing adult residential care services in Eastern Washington; 65-80 employees.
The front desk people are very helpful on meeting day and the snack are very helpful and needed.	I feel you need more people working case loads. If you need help I would love to do it. Then I would understand more. [Identifying information redacted].	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very informative and helpful. They always help me figure out my hours/checks.	Nothing. I am satisfied with their services.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Leave us alone.	You can't - you don't have the money or the power.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	There are too many abbreviations that the DSHS work line expects others to know them with no way to sort out these abbreviations.	Individual providing adult residential care services in Western Washington.
Answer questions, see that I get paid on time and help with finding clients.	Provide "service verification and attendance records" because the providers are required to keep track also.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provide resources to answer my questions. Is "fair" in its evaluations.	It would be better if caseworkers didn't change so often. It's hard for continuity.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am always transferred from person to person. Staff changes often.	Be nice on the phone and pay more money for the services I provide.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I like the fast talk for submitting hours on the phone.	Having your care worker number on the form so it's easy to contact them.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Give more hours and better pay.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Caseworker always available when help is needed, and she always follows through.	More stable caseworkers - the good ones don't seem to last long.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answers phone calls promptly.		Individual providing adult residential care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
The counselor assigned to my last review was helpful to in the continuance of my contract but not so pleasing to me.	To analyze my job and restore my number of hours! The counselor reduced my hours from the basic approved hours, which makes me disqualified for health insurance. This made me very much financially crippled.	Individual providing adult residential care services in Western Washington.
Guide us in caring for our autistic son - advice and monetary help personally. We truly appreciate all of the folks at DDD. We told them several times before.	We appreciate all that has been done and will do. We can count on you. I can't add anything at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am almost always treated with courtesy - very rarely with respect. I am, after all, the parent of a retarded person using public funds. The "welfare" mystique reigns supreme. The DSHS staff exists to establish merit and dole out funds to the needy.	Treat me like a cognitive human being doing the best I can to ensure a quality of life for my son, helping me when I ask, instead of telling me there are no funds or agencies available.	Individual providing adult residential care services in Western Washington.
Keeps us informed as to what is going on and new information when they receive it. Always polite and on time for appointments - always work with us in case of emergency.	Nothing that I can think of now.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
It depends on the caseworker. Some are helpful - others are never heard from.	Be sure that caseworker MEETS clients so they understand that person's problems better.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Our caseworker always contacts us back after there has been a call in to her. She does not take days to return calls.	Have more resources on medical care for clients with special needs. Like doctors, equipment etc.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Staff are cooperative.	Schedule the annual assessment in a more timely manner. Sometimes it's MONTHS before the anniversary and other times, past the anniversary.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Someone is always there to answer my questions - very nice.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Help client get the services they need.	Respecting client as quality humans - keeping appointments on time, notifying client if going to be late.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
With so many clients, and with us, they do their work very well.	To make sure that all children are placed right, with the right people.	Individual providing adult residential care services in Western Washington.
I have no problems.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Not a lot of anything. I use the case managers once every 6 months, if that. Otherwise the only contact I have is when I renew my contract and turn in my timesheet.	Not a lot. I don't really need anything.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Respond to questions and inquiries.	Be proactive in lieu of reactive.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Right away check into any question or problem and get right back to me - now or next day. GREAT jobs and work - Thanks.	Keep your VERY GOOD A+ CASEWORKERS and not change for years to come. You have done a great improvement in services and keeping SAME Caseworkers!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very consistent with follow-up calls and visits to our home. The staff always conduct themselves in a very caring and respectful manner.	Nothing. We are very satisfied with the service we receive.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
DSHS do every thing I need and always help me as I need, above my work.	I am satisfied with DSHS. That always help and do better as I need.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Prompt, efficient, polite, listens to concerns, returns calls.	I haven't had any problems.	Individual providing adult residential care services in Western Washington.
Angie McKinney persevered to assist our daughter to receive a mattress to support our daughter's back - etc - allergies.	The time was long in the process because clarity to "how" to receive this money often being approved took 6 months - until the mattress could be purchased.	Individual providing other types of services in Western Washington.
Take the time to ask and answer my question.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provide automatic payment and invoicing.	Make it more clear - what does terminology mean - who am I - who is the person I care for?	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	Find more ways to help children with autism.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Having Kelly Ryan - Kelly has been extremely responsive to our needs.	Provide more behavior specialists - more residential options.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Provide copies of regulations.	Individual providing adult residential care services in Western Washington.
Listen, brainstorm.	When pressure comes to them because of challenging client behavior there is a tendency to blame the vendor.	Agency providing adult residential care services in Western Washington; 60 employees.
Understand what it is like living with someone with a disability.	More networking information. Limit staff turnover or reassignment.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Helped me to set up a situation to decrease my stress.	?	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Return my calls and e-mails. I feel comfortable calling and speaking to caseworkers or supervisors.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
If contacted with a problem or question response is good and results are usually very good.	More personal contact with client.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
No.	More communication.	Individual providing adult residential care services in Eastern Washington.
I honestly can't think of anything except sending the monthly billing.	Answer questions QUICKLY, clearly, and directly. Show some interest in client - besides trying to cut hours.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Nothing. GO FUCK THEMSELVES.	Have some respect for its workers - not be so rude, and condescending.	Individual providing other types of services in Western Washington.
Answer questions when you can reach an informed person.	Return phone calls and leave more detailed messages.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Our caseworker is very helpful. She always gets the right information to me for my client.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Mark Woodrall and Greg Killings have been very responsive in a timely manner to my calls and have been resourceful and informative at referrals for services for my daughter's needs and services.	The two case resource managers mentioned above are best we've ever had; it would nice to have a case manager over a few years for continuity.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Returns my calls!		Individual providing child foster care or child group care services in Western Washington.
Is very good about the extras my daughter requires. Calls back fairly quickly.	I really don't know - pay more quickly on stuff directly to provider without me having to pay out and then get reimbursed.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
	The case manager I had before used the wrong code on my pay about a year ago and \$535.00 was never repaid. It was sent to SS. It was supposed to be corrected, but never was.	Individual providing services not indicated in Western Washington.
Provide a FLEXIBLE family support system that provides case management, respite, and funds recreational programs like Seattle Parks.	Faster response time? Not emergency, but when we need to get a medical coupon issued or a recreation schedule resolved, it's hard to wait days.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provide oversight for disabled person.	More involvement in schools (public). Special Education oversight, inspect caregiver in school programs - similar oversight given to group homes etc.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Medical needs/issues with DDD.	Keep a close focus on clients needs and progress.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
The caseworker knows us personally and accommodates our needs and life styles. The department keeps us advised of changes (maybe too often! - lots of paperwork).	Cut down on mailings - maybe use automated calling?	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
I always get my questions answered.	It takes a few days before I get my phone calls returned.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Tries to help.	Stop changing workers.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
If I call with a question, they always call me back that same day. They always go that extra mile to help you.	Nothing - they are great.	Agency providing respite, attendant or medicaid personal care services in Eastern Washington; 6 employees.
The electronic system works well.	Answer and return calls within the day. I would not call unless it was necessary.	Individual providing services not indicated in Eastern Washington.
	Treat me as an equal. They are always helpful and return phone calls.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Well informed.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
COPES does not treat providers with respect.	Stop feeling superior to caregivers. Stop assuming caregivers are ignorant!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Gets back to me in timely manner.	Have smaller client load.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Keeps us very well informed about all programs or upcoming events.		Individual providing adult residential care services in Eastern Washington.
Meeting with case manager to arrange for additional needs.	Don't cut hours for workers who live in the same house with the person they work for. Thanks.	Individual providing community activities or parent education services in Western Washington.
	Provide adequate funding for the clients who are living with their family. I know it would cost 3 times what families receive, for better care given by family member.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Case manager is always very helpful answering questions. He also calls back in a timely manner. (Sean)		Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Not cut my hours for care provider of my son. It's happened the last two times.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Your paychecks are direct deposited promptly. Your visits are short and to the point; after over 10 years of a provider with the same client.	I have no problems so as the saying goes "If it ain't broke don't fix it."	Individual providing other types of services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Send me my remittance advice each month.	Call and check up on help I need. More respite care. I am 85 years old.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Responds well - my favorites are Karen Thompson, currently with DSHS Shelton and Christine Zender - Tacoma DSHS.	Increase funds available to help pay for ice skating lessons, summer camp, therapeutic horseback riding, graduation, etc.	Individual providing more than one type of service in Western Washington.
Keeps appointments. Comes to the home for appointments. If the DSHS person answering phone doesn't have immediate answer, they find out and call back.	The only thing that has been confusing is when the name of a program is changed i.e. family support respite, personal care. Plus inputting hours on a touch tone telephone is FANTASTIC. Thank you!	Individual providing respite, attendant or medicaid personal care services in Western Washington.
When I have interactions, they answer questions and offer to find information I am searching.	Return phone calls in a timely manner. It happens sometimes - not always.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
There for me anytime I have questions, and concerns. Gives encouragement, and support, my boss goes to events that my client goes to on occasion.	Provide a general directory of services for the blind.	Individual providing services not indicated in Western Washington.
Some go above and beyond to help fix errors and answer questions.	Often front desk staff are VERY short with visitors and treat us very poorly, even our clients should not be treated rudely! Also - the hour evaluation tool should be re - evaluated for kids with behavior problems. Current tool if very inaccurate!	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers phone calls promptly. Always answers my questions.	I'm pleased - service has been very good.	Individual providing more than one type of service in Eastern Washington.
Interview for caregiver services. Nurse visits for client.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Helps explain system and benefits available to us.	Organize and/or support meaningful programs during weekday times for our clients.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Let us know when and what things we are entitled to before our review. Have reviews closer to on time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Pay on time.		Individual providing more than one type of service in Eastern Washington.
Help me work well with my client.	Nothing really, they always help me with questions or problems when I call.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Provides information/resources for specific conditions.	Provides educational opportunities for caregivers.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
They are always helpful when they do not have an answer to a question they find it and always call back with an answer.	Sometimes I get repetitive notices in the mail and ones saying two different things. If this happens to everyone it could be a big waste of paper.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Answer questions with respect. If problems have options on what can be done.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Respond to messages left on phone (call back).	No complaints.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Be more knowledgeable about the area they work in.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
When I've had problems with my pay they have worked quickly to help work it out.	Bring back hours cut from clients. The system that is used when provider wants new clients takes way too long - sometimes more than 6 months.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They follow WAC rules.	Go the extra mile...be MORE helpful than what is absolutely required.	Individual providing adult residential care services in Eastern Washington.
	My payments for this child are a month behind the other DSHS children. They come from the same pay counter. Why is there a problem with reporting on the last day of the month and being paid the following month for the previous month?	Agency providing respite, attendant or medicaid personal care services in Western Washington; 6 employees.
They meet my time when always available.	They already do a great job.	Individual providing other types of services in Eastern Washington.
Arranges appointment times that work well for client and provider.	Provide more timely notices. Provide explanations for hourly increases or decreases.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
They need to learn to talk to people. People do have feelings, some of them are very rude.	Some of the workers are very nice, some seems to have an attitude, short fused - be kind to people.	Individual providing services not indicated in Western Washington.
Prompt return of calls especially when their input is needed! Only 3 with home and community.	Prompt calls for DDD department and better rates.	Individual providing adult residential care services in Western Washington.
Great at answering questions if you call. Great county DD - job support - housing.	Could e-mail or call every 4 or 5 months, just to check in.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Timely response.	Provide more information about local resources.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Try to get us to the people we need to see.	Many times you sit for hours and wait with a child/adult with little to no [indecipherable comment] - not good. A lot of time better spent on the phone or by mail.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Bett Schlemmer (Region 5) director, she is direct, solves the problem, learns the lessons, then strives to be better. Benetta Shoop RN, John Curry (licensors) they are very professional and fair. Paula Sands (investigators) - a detective with class!	Increase payment for state residents. It is getting harder to stay in business with the present payment system.	Individual providing adult residential care services in Western Washington.
Main contact has been DDD in Dana, WA (no complaints) - [Identifying information redacted]		Individual providing adult residential care services in Western Washington.
Treating caregivers with respect instead of objects (caseworkers/support staff). Most departments are helping frustration with their advice.	Appreciation and holding biological parents accountable. Not to devalue our position in DSHS.	Individual providing child foster care or child group care services in Western Washington.
DD case managers are very attentive to our concerns.		Agency providing therapy, medical, dental or nursing services in more than 1 county; 230 employees.
They get the paperwork completed so my client continues receiving their food stamps	Some seem to act as if these fees were out of their pockets.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Pending.	Pending.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Sends me reminders about training sessions.	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Mailing are helpful.	More contact with the caseworker.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Be able to answer my questions.	Individual providing adult residential care services in Western Washington.
We don't really work together.		Individual providing adult residential care services in Western Washington.
	A little "less" paperwork would be nice! It seems like there is a lot of repetition.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers my questions promptly, courteous, friendly, and cares.	Nothing.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Helping me stay employed.	Offer more paid training.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Annual Reviews. No contact except for annual review.	Referrals/help with respite support and services.	Individual providing respite, attendant or medicaid personal care services in Western Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Answering my questions that I need to know.		Individual providing respite, attendant or medicaid personal care services in Western Washington.
Respectful and understanding. Barbara is very pleasant to work with.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
1) Returns my calls. 2) Interested in the welfare of my clients. 3) Always wants what's best for my clients.	Have more time for the clients. That means getting to know their clients better and stop changing case manager.	Individual providing adult residential care services in Western Washington.
Whenever I've had a question about the respite I provide, the case manager at DDD has been very helpful.	Nothing at this time.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
When they're in a good Frame of Mind - they generally are knowledgeable.	Alert us when timesheets will be turned in late due to (reason) - BEFORE it's too LATE!	Individual providing more than one type of service in Eastern Washington.
Most of my experience with the case managers is great and good people skills. But Home Finders or Home Inspectors or the ones doing assessments have at times driven me crazy because they are not prepared.	Please - when you call me or come to my home, be prepared, DON'T waste my time shuffling through papers or doing your reading about our case while I hold. I don't appreciate listening to you breathe or mutter under your breath, or have you on my couch re-filing and reading up on stuff you should already be prepared with. It is infuriating and disrespectful of my time.	Individual providing child foster care or child group care services in Eastern Washington.
The annual assessments are done in a professional manner.		Individual providing adult residential care services in Western Washington.
My son's caseworker responds in a timely manner to e-mails and phone calls.		Individual providing adult residential care services in Western Washington.
Very helpful.	We have always had great response.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
	Keep the same case manager and inform us of the changes.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Good personal contact.	Contact more than 1 time a year.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
For several years I had DSHS staff that I could count on, trusted my knowledge and experience. "NOW, NO!" Contract hours drop without notice and case manager says if someone is upset they call me on 2.5 days a week?	Communication, duplicate copies, roll time for implementation of hours change so budget can be modified and client is briefed. After having an eligible client in Snohomish, I've done for free for 5 years and I am moving her with their pick-up truck.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Very helpful answering any question.		Individual providing respite, attendant or medicaid personal care services in Eastern Washington.

What does DSHS do well?	What could DSHS do better?	Provider Characteristics
Calls back regular when called with questions.	Better communication between staff in the DDD building regarding client or problems that need solving.	Individual providing adult residential care services in Western Washington.
I like the automated service used to call in hours. I also appreciate timely checks.	Keep us with the same excellent caseworker.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
I am an IP-PCA and the staff at Ellensburg, WA DSHS is great! Jim Ayers, Marina, and Malena!	Better hourly pay for our work.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
Training, schedule consideration.	Better hourly pay for our work.	Individual providing respite, attendant or medicaid personal care services in Eastern Washington.
Answers questions I have. Always reliable.	Better hourly pay for our work.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
1. Listens and trys to help or direct us to someone who can. 2. Very good at making a paper trail for everything.	1. Have an information line for general questions. 2. Reduce caseloads for caseworkers. Our caseworker is rarely in the office between Wed meeting and home visits. 3. Provide caseworkers with a handbook or someplace to find information quickly so they know what they're talking about.	Individual providing respite, attendant or medicaid personal care services in Western Washington.
1. Listens and trys to help or direct us to someone who can. 2. Very good at making a paper trail for everything.	1. Have an information line for general questions. 2. Reduce caseloads for caseworkers. Our caseworker is rarely in the office between Wed meeting and home visits. 3. Provide caseworkers with a handbook or someplace to find information quickly so they know what they're talking about.	Individual providing respite, attendant or medicaid personal care services in Western Washington.