

Client Comments

DSHS Client Survey 2003

Program Codes:

- A - Long-Term Care, ADSA (formerly Aging & Adult Services)
- C - Children's Services
- D - Developmental Disabilities Services, ADSA
- E - Economic Services
- H - Mental Health Services
- M - Medical Assistance Services
- S - Substance Abuse Services
- V - Vocational Rehabilitation Services

Clients often use more than one program. All programs used by each client are listed in Client Information column using these codes.



Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Being able to get food stamps.	I don't know.		64 year old White female using programs AEM.
I don't know.	I don't know. We are happy with the way things are now.		77 year old White female using programs AM.
Receiving money at the beginning of each month is the happiest moment.	I have no other words to tell DSHS to improve except thanking them because I receive everything that I need from government.	I have no other comments except thanking you, (government).	81 year old Asian American female using programs AEM.
I appreciated that my worker helped me with a problem today.	Have a system to check on the accuracy of income calculations for out-of-pocket medical expenses and deductions. Also, have a system to correct errors in our income calculations.		46 year old White female using programs AEM.
The medical program has been invaluable to my survival. I especially like my caseworker from the Colfax office of Council on Aging, Muriel Jordan.	I can't think of anything. I don't have any complaints.	I have multiple sclerosis and can't always drive, so the office comes to me instead of me going to the office.	46 year old White female using programs AEM.
I like the availability of help for whatever problem comes up.	Caregiver classes should be improved and expanded.		85 year old White female using programs AM.
Well, what I like the most is that they treat me well and they always provide to me what I need. I'm very happy.	Yes, I would like to see the process being done quicker, but I also understand that they probably have many people in need like me. I know that I'm not the only one, but overall I like their service.	At this moment I don't really have anything else to say except that I hope this service and my assistance never end. I'm very happy with the help I've been receiving.	76 year old Hispanic female using programs AM.
I like everything. Thank you.	To send the information in Russian.	Thank you very much for your help.	67 year old White male using programs AEM.
I like the way they've helped me out with the COPES [Community Options Program Entry Services] program.	I don't know.		37 year old White male using programs AM.
They are concerned for the patients and act swiftly on our requests.	I can't see where they could improve services.		87 year old White female using programs AM.
They help the poor.	The receptionists should be more friendly. And, you need to improve the language services for people speaking other languages.		77 year old Asian American female using programs AEM.

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Get help as needed.	Interpreter service needed.		78 year old Asian American female using programs AEM.
No preference, good service.	Have someone explain to me in my language. I am so confused at how system works.		80 year old Asian American male using programs AEM.
We like everything.	I think that there is nothing that should be improved.	Thank you very much for your help.	76 year old White female using programs AEM.
Just that they are regular and prompt about sending the medical coupons.	Just keep track of the clients. Send benefits only to the people who are supposed to get them.		77 year old White male using programs AM.
I like the fact we can call the case manager about (client name) needs whenever we need to.	Do away with the generic computerized notice that provides too much information; for example, when co-pay is re-computed, the only information that is needed is the amount he gets to keep and the amount he is to contribute. The way the letters are now, they are confusing.	None.	91 year old Black male using programs AM.
The one thing I like is being paid to provide care for my ex-wife.	You should provide medical insurance for caregivers.	Interviewer notes that client's ex-husband is her caregiver.	62 year old White female using programs AEM.
The medical coupons come on time and they are a good insurance program.	Every Adult Family Home and Assisted Living Facility should be required to have a wheelchair accessible van.		87 year old White female using programs AHM.
That I can get assistance when I need it.	Cutting out about 7,000 miles of paperwork would help.	Why was low income housing for seniors built without installing handles and grab bars in the showers and bath tubs?	76 year old White female using programs AEM.
Care, respect and kindness.	It would be very helpful to receive the information from DSHS in Russian.	Thank you for your help.	76 year old White female using programs AEM.
I like Mark Bernstein in the Aging and Adult Services office. He is the sweetest person I know besides my mama.	Transportation for the disabled/handicapped needs to be improved. Sometimes we have to wait several hours.		54 year old Black female using programs AEM.
When I reported a problem with my caregiver to DSHS they acted on it right away.	I wish the state would fund more services, like chiropractic and continuing physical therapy.		60 year old White female using programs AEM.

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That they get back to you with answers to questions as soon as possible. Very courteous and professional.	We only have one doctor in Spokane County that is certified for geriatric care. We need more because of the large number of retired and elderly in this area.		83 year old White female using programs AM.
Nothing.	I couldn't answer that.		59 year old Native American male using programs AEM.
My caseworker is really excellent. I also appreciate the ride program to get to the doctor.	I'm permanently disabled and my situation won't change and I don't like having to do eligibility reviews all the time. Also I just hate the medical spend down requirement.		50 year old Native American female using programs AHM.
They have been very helpful about providing information.	You need to be better about informing people about available low income housing, and inform people about the different low income housing programs like HUD [Housing and Urban Development], Section 8 and Housing Authority.	None.	59 year old White female using programs AEHM.
We like everything. Thank you.	Everything is very good.	Thank you very much.	72 year old White female using programs AEM.
Care and respect.	Everything is perfect. Thank you.	Thank you very much for everything.	65 year old White female using programs AEM.
I don't know, really.	I really don't know.		62 year old White female using programs AM.
We are very grateful for everything.	Everything is perfect.	Let God bless DSHS and America.	88 year old White female using programs AEM.
They are always courteous to me.	They should listen more to the people, and work with their ideas and opinions.		62 year old Native American female using programs ACM.
They're very nice to us, and helpful to our needs.	No answer.		47 year old Asian American female using programs AEM.
They provided good service.	As far as I'm concerned, they did a wonderful job and there's no room for improvement.		78 year old White male using programs AM.
I like my counselor, Joanne Malone in the Vancouver office.	Increase payments for Medicaid, and make the payments more promptly.		54 year old White female using programs AEM.
I especially like the adult day health program.	You need more programs for the disabled, to keep them busy.		33 year old White male using programs AEM.

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The personnel.	I don't think anything.		72 year old White female using programs AM.
Their helping me get SSI [Supplemental Security Income].	Improve office accessibility. Don't move office locations so often.		56 year old White male using programs AHM.
It's hard to say, but they have been very helpful.	I don't know of any improvements.		81 year old White female using programs AEM.
Their attentiveness and their help.	We need more hours for caregiver's help.		65 year old Native American male using programs AM.
They are very prompt and they keep their word when they promise something.	I'd like someone to come and relieve me for caring for my sister so I could have a vacation.		87 year old White female using programs AM.
My medical being covered!	Gee, I don't know.		82 year old White female using programs AM.
The helpful staff.	Interpreter or Laotian staff.		45 year old Asian American male using programs AEM.
I like getting the medical coupons.	I think it's fine, but they could send out information on what the medical coupons will cover.		74 year old White male using programs AM.
I think it's wonderful.	Nothing.		76 year old White female using programs AM.
I am satisfied.	I can't think of anything.		85 year old White female using programs AM.
Very helpful, cannot complain.	Don't know.		33 year old Asian American female using programs AEM.
The new workers because they are more understanding.	Give us more food stamps.		68 year old White female using programs AEM.
Money!!	I'd like to think about that.		72 year old White female using programs AEM.
Care and medical service.	Thank you for everything. You don't need to improve anything. The services are perfect.	Thank you America.	71 year old White female using programs AEM.
So far I haven't had too much problem.	Try to know more about the person and what services are most needed.		57 year old Hispanic male using programs AEHMS.
Everything is very good.	There is nothing to improve. We are very grateful to America. You saved our lives.	Thank you very much.	76 year old White female using programs AEM.

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What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
That services are available for those that need it.	Have more contact with people on the caseloads. Also, make it easier to get information on how to get and where to go for the different services that people need.		72 year old White male using programs AEM.
I don't know.	Nothing.		100 year old White male using programs AM.
I don't know.	I'm not really sure.		75 year old White female using programs AM.
Pretty much everything. They are very helpful.	There's always room for improvement, like give out more food stamps.		57 year old Hispanic female using programs AEM.
It's really hard to say what I like the best, because every time we go or call the DSHS office is a different experience. Sometimes they treat you very nice and sometimes not, so it depends.	They can do a lot of things like improving their call services. I think that the social workers should check their voice mails and e-mails every two hours or so, because sometimes we have to call them many times for several days and leave messages and they just take too long to call back.	I have a question about the medical assistance. I'm a senior worker and I work for the school district and I've seen many parents struggling with their medical coupons because they're illegal residents. Would there be any changes so there can be some kind of assistance available for these people?	40 year old Hispanic male using programs AEM.
They helped me with my food stamps and medical coupon. They returned my call.	In the past they helped.	He wants to say thank you for the good services after his stroke.	51 year old male using programs AEM.
I like everything in all three programs.	Nothing could be better.	Thank you very much for everything you are doing for my family.	71 year old White female using programs AEM.
I don't know.	We need more chore service hours.		83 year old White male using programs AM.
Grateful that I have medical coverage.	We need more information about what medicines are covered.		51 year old White female using programs AM.
My care has been excellent. We appreciate what you are trying to do for people.	Make it easier for custodial parents to get child support.		67 year old White female using programs AM.
I like his social worker very much, Michelle Bollinger.	The AFH [Adult Family Home] staff should get him up out of bed each day, even if he only sits in a chair.		69 year old White male using programs AEM.
They are good at explaining when I have questions.	I don't know.		51 year old White female using programs AEMS.
I don't know.	I don't know.		76 year old White male using programs AM.

All Programs

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What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Even though I am of low income, they treat me with respect and they cover my medical expenses even though they are large expenses.	Let clients know what services DSHS offers and the extent of the services and coverage through an annual pamphlet.	None.	36 year old White female using programs AHM.
That DSHS returns our calls promptly and they are courteous and helpful.	Nothing - they have been fantastic with us.		74 year old White female using programs AM.
The service is real good.	I want SSI [Supplemental Security Income] to pay a little more.		71 year old White male using programs AEHM.
They are pretty good. I have a very good caretaker.	I should be able to get prescription medication when it's needed and not have to wait until the first of the next month.		82 year old White female using programs AM.
They do alright by me.	They do alright as it is.		65 year old Black male using programs AEM.
They are all good, but the best part is that my parents can communicate with the case manager in Korean language.	None.	It appeared to be a new program, but survey is very foreign to elderly Koreans. The actual survey conductor may have difficult time having clients to participate.	76 year old Asian American female using programs AEM.
Our prior case manager, Joan McDermott, was very interested in our needs and how to meet them. She personalized our care. She recently transferred to the Bellingham office.	We want to meet in person with our case manager more often to communicate better.		77 year old White female using programs AM.
Helps with health of my father. Keeps him busy.	They should have a field trip or something to keep them outdoors or at a park.		64 year old Asian American male using programs AEM.
Loretta Wirsing in the Tumwater office is wonderful.	I think things are okay as they are now.		84 year old White female using programs AM.
Everything.	To make sure that an interpreter is present. Sometimes there is no interpreter.	Thank you for your help.	67 year old White male using programs AEM.
I like the elderly services program the best.	Make the medical and food stamps more available to people on fixed incomes.		64 year old White female using programs AEHM.
That they help me.	There is not really much they can do.		70 year old White female using programs AM.
Care and respect.	I wish all doctors accepted the DSHS medical coupons.		68 year old White female using programs AEM.

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What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the medical.	I'm not really sure.		28 year old White male using programs AEM.
I like my mother's case manager, Vanna Vu in the Tumwater office. She is very nice and helpful.	We need dental coverage.		98 year old White female using programs AM.
It's very good.	I never found anything wrong.		84 year old White female using programs AEM.
Medical services.	Continue to support with medical assistance.	Thank you very much for your help.	71 year old White male using programs AEM.
They are very nice people to deal with.	I think overall they are very good and no improvements are needed.	Mom has Alzheimers and is in an assisted living facility where her needs are met.	90 year old White female using programs AM.
They have been really helpful and they give me information right away.	They need more people. They are too swamped.		50 year old White female using programs AMV.
The medical assistance program.	Workers need more training about the programs so they don't give out wrong information. Workers also need to be more courteous as sometimes they are rude and act like the money comes out of their personal bank accounts.	I see workers standing around wasting time, and this also wastes my time too.	55 year old Black female using programs AEM.
I don't know.	Their facilities.		46 year old White male using programs AMV.
I like that there are fewer forms to fill out, and I like the WorkFirst program.	I really don't know.		51 year old Hispanic female using programs AEM.
I like the way they take good care of my mom.	Have the caregiver checks come on time, on the 3rd like they are supposed to. I never get it before the 6th now.		65 year old White female using programs AM.
Thank you for everything.	I don't know.		91 year old White female using programs AEM.
I really like the automated system that Everett Home and Community Services has for reporting caregiver work hours. I also, like the yearly review and evaluation they do on services.	In my opinion, they need to participate more in finding quality caregivers.	None.	46 year old White male using programs AM.

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I'm thankful that we have it.	Just get my husband on the medical program. I'm already on it, but they won't let him.		71 year old White female using programs AM.
The medical program is doing a great job.	Nothing.		91 year old White female using programs AM.
It's been real good for me.	I can't think of anything.		81 year old White female using programs AM.
I really like my case manager who does a super job, Sheri Hudleston in the Spokane HCS [Home & Community Service] office.	Give me more money.		59 year old White male using programs AEM.
Nothing.	You should be more realistic about how much money, food stamps and benefits it takes to live on.		45 year old White female using programs AEM.
Respect.	To give more hours to my caregiver.		85 year old White male using programs AEM.
The people have been very good in providing information and have helped us. Mrs. Tooyt in the Federal Way office was very good.	I couldn't ask for them to do anymore.		90 year old White female using programs AM.
They are always there for you.	I think they are fine now, they meet the needs of people.		90 year old White female using programs AEM.
They helped me a lot.	Don't know.		85 year old Asian American female using programs AEM.
We are very thankful for the AFH [Adult Family Home] care my dad is getting.	There's always room for improvement, but I'm hard pressed to think of anything.		83 year old White male using programs AM.
I like the childcare help and that they slowly tapered me off the welfare help while I was getting on my feet.	When I had to leave my job due to health issues I had a \$10,000 life insurance policy that I had to give up in order to get welfare. Also, DSHS took so long to help me that I couldn't pay my medical insurance premiums and lost my lifetime union medical insurance.		38 year old White female using programs AHM.
Respect and care.	I wish all doctors accepted DSHS coupons. I need new dentures and cannot find a doctor.		64 year old White female using programs AEM.

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What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I don't know.	You caught me off guard on that.		80 year old White female using programs AEM.
They pretty well provide services.	They do return phone calls within 24-hours, but I want them to return calls even more quicker than that.		51 year old Black male using programs AEM.
No response.	No response.		68 year old Asian American female using programs AEM.
Everything is okay.	I don't know.	No comments.	72 year old Asian American female using programs AH.
It was all very good.	Nothing.		86 year old White female using programs AM.
I never get a run-around or had a problem with them.	I think they do pretty good for me.	Even though I'm in assisted living I need more than \$58. for me to keep each month.	71 year old White male using programs AM.
Nothing I can pick out. It works successfully for us.	None.		81 year old White female using programs AM.
Nothing that comes to mind.	Their caseloads are too big.		88 year old White female using programs AM.
On the phone they have been courteous and helpful. I haven't had to go in there and jump up and down or anything.	I can't think of anything.		82 year old White male using programs AM.
That they help me with medical expenses.	Golly, that's a hard one. I can't think of anything.		54 year old White female using programs AM.
They have been very helpful to me, and courteous.	I really don't know because I've been so satisfied.		79 year old White female using programs AM.
I can't think of anything.	I can't think of anything.	The Aging and Adult Services people have always come to me instead of me going to their office.	81 year old White female using programs AM.
They are on top of what they do and they have the answers to my questions.	Nothing.		40 year old Native American male using programs AM.
They are always courteous. They are prompt in returning phone calls. They are helpful.	I really don't know.	None.	87 year old White female using programs AHM.
Medical assistance. All Programs	We are very disappointed with the current situation with the interpreters. Please return to the previous service. It was much better.	Thank you for your help.	74 year old White male using programs AEM.

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What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
That they are there when someone really needs help.	Improve the medical system. You need to increase payments because many doctors, dentists and pharmacies won't take the coupons.	Aging and Adult Services needs to reallocate the hours so that people who only need help with household chores can get the help they need.	51 year old White female using programs AEM.
Nothing.	None.		59 year old White male using programs AEM.
No response.	No response.		77 year old Asian American female using programs AEM.
It's hard to say because there are so many good things.	I really can't think of anything.		65 year old White female using programs AM.
I like the way they provide the services. They have been very good to me.	I don't see how they could improve anything with me.		65 year old Black female using programs AM.
Nothing.	I can't think of anything.		45 year old White female using programs AM.
That they understand what Mom needs and they do good work.	I don't know.		76 year old Hispanic female using programs AEM.
Patricia Niles from the Olympia office is very good and we appreciate her.	You should not require handicapped people to physically come into your office in order to apply for benefits. They required my dad to come in his wheelchair to apply for food stamps in the Tumwater office.		88 year old White male using programs AM.
Nothing in particular. The service is very good.	Nothing. They are doing a good job with what they have.		82 year old White male using programs AEM.
I like the medical program the most.	We provide 24/7 [24 hours a day / 7 days a week] care for my brother-in-law, and we would like someone to come in and relieve us sometimes.		46 year old White male using programs AEM.
What I like the most is that every six months that my mother has to go to the DSHS office and have a review. Her social worker treats us with respect, he's always concerned about her health and he's always trying his best to help us.	No, not really. They do a very good job.	I really appreciate that you call me and I'm very thankful with the DSHS for their concern. I thank them, especially because they have helped my mother tremendously, but everything is going well in her case. Thank you.	50 year old Hispanic female using programs AM.

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That it's there for people that need medical help.	The COPEs [Community Options Program Entry Services] caregivers that stay in the home overnight need more paid hours. Five paid hours is just not enough for all they do.		91 year old White female using programs AM.
That we get the medical help we need.	I am very happy with what we get.		82 year old White male using programs AM.
Nothing. I'm just glad they are there.	You need to increase payments for Medicaid.		80 year old White female using programs AM.
Overall, they offer a good service.	Nothing. They do a good job.		43 year old White female using programs AEHM.
My social worker who listens to me.	CPS [Child Protective Services] needs to listen and not jump to conclusions.	None.	30 year old White female using programs CEHM.
They help to keep my son healthy.	The Moses Lake Call Center did not have any information to help me. I had to wait two weeks to get the information that the call center should have been able to give me.		23 year old female using programs CMS.
Gary Mader in the Alderwood DCFS [Division of Children and Family Services] office is very good and helped us a lot.	We have great concerns about the quality of counseling that Compass Health provides. They are inept. They are not qualified. Their services are not adequate. Please ask someone in your management to call me, [specific name and phone number]. I really want to share my concerns about this.	Please ask someone in management to call me at [phone number]. My name is [specific name]. I have serious concerns about the counseling services provided to your clients by Compass Health.	18 year old White male using programs CHM.
That they are helpful.	I don't know.		21 year old Native American female using programs CMS.
I've had some very good social workers. Ginger Mastor and Theresa Malley in the Tri-Cities DCFS [Division of Children and Family Services] office are great.	Need to improve the dental coverage. My kids have been on a waiting list for six months for dental care.		18 year old White male using programs CM.
The medical program.	Return phone calls.	None.	29 year old White female using programs CM.

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I like that I can do most of my business with them over the phone and not have to go to the office.	They should not lose our paperwork so often.		53 year old White female using programs CEM.
Nothing.	CPS [Child Protective Services] needs to back off and not jump to conclusions about people.		24 year old White female using programs CEHMSV.
The medical program.	Get your staff to take a vacation. They are overworked and overstressed and it comes across to the clients.		31 year old White female using programs CS.
Their services have helped me out a lot.	I don't know.		36 year old White male using programs CEMS.
Nothing. I like Saddam Hussein better than your CPS [Child Protective Services].	CPS [Child Protective Services] has too much of a friendship with the counselors they contract with. The counselors only back up what CPS is already saying about people. I haven't seen my children in over a year because CPS says I'm not cooperating with them. But the counselor they said I had to see is in Olympia and I live in Winlock. CPS had me arrested with no arrest warrant and they did not give me Miranda Rights. They lied about me in court. I was fired from my job because of what they said about me. Then I got behind on my child support. Because of this my driver's license was taken away. Then I found out that my daughter's foster parents give rewards to the children that will say bad things about their parents.		40 year old White male using program C.
The GA-U [General Assistance - Unemployable] program people are very kind and very helpful.	It is very difficult for me to go out of my home due to mental illness. I'm always late for appointments and they should be more humane with people who are late.		34 year old White female using programs CMS.

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What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like some of the case managers that were very helpful.	The lines at the counters in your offices are too slow. DVR [Division of Vocational Rehabilitation] has the fastest moving lines.		32 year old Black female using programs CHMSV.
I like some of the workers. Mr. Robertson in the 72nd St office, Pat at the Kitsap Recovery program, Phyllis Haytes in the Puyallup Tribal ADATSA [Alcoholism and Drug Addiction Treatment and Support Act] program and Tonya Bowman in the Bremerton CPS [Child Protective Services] office are great.	You need to work together more with the people. We get bound up in drug abuse and overwhelmed by our problems. Then when we come to you for help you go and use it against us. Most of you have no compassion.	I called the 1-800 on back of the medical coupon and did not get through to a live person.	42 year old Black female using programs CEMS.
The WorkFirst program and the Food Assistance programs.	I like to see some of the power be removed from CPS [Child Protective Services] and put back in the hands of the parent.	None.	34 year old Native American male using programs CEHM.
I like the Washcap [Washington State Combined Application Program]. It is a good program.	Mental health should listen to people more. I've tried to get help from them, but they keep turning me away.		30 year old Hispanic female using programs CEHMS.
The CSO [Community Services Office] and CPS [Child Protective Services] offices are fast in providing help.	They are doing real well now.		23 year old female using programs CEMS.
They help me pay for childcare.	Don't know.		33 year old White male using programs CM.
The best part was the mental health services. They helped me a lot.	I don't know.		19 year old Native American male using programs CHM.
I like the Spokane North CSO [Community Services Office] the best.	Please use more compassion with people who are in bad situations. Don't treat them so rudely.		34 year old White female using programs CEHM.
They will help me if I'm in need.	I don't know.	When I called the 1-800 on back of the medical ID card, I did not get through to a live person.	27 year old White female using programs CEMS.
That they are using telephones and computers more and it cuts down on our paperwork.	Need to improve the information to foster children as they age out of the program. Our foster child was given conflicting information.		19 year old White male using programs CM.

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I like the Food Assistance Quest card better than the food stamps.	Start getting more people out to get jobs, especially the women. Also, you should require women to be sterilized after having a certain number of children.		24 year old White female using programs CDEM.V.
The case managers in my office are easy to reach on the phone.	I don't know.		34 year old Native American female using programs CEHMS.
I love the customized job skills program which provides job training.	Have your workers be at their desks when I call in. If not, have them return phone calls right away instead of waiting 2 or 3 days.		29 year old White male using programs CEM.
I like nothing about DSHS.	I think DSHS could help more often with one-time needs than once every twelve months.	None.	25 year old White female using programs CEM.
I really like Ken Nichols, DCFS [Department of Children and Family Services] Region 2 Administration and also like Michael Wyrick, DCFS (not sure if he is still in Thurston County or not).	You need to improve the accountability of DCFS [Department of Children and Family Services] social workers and their supervisors, up to and including the ability to fire them.		18 year old Hispanic female using programs CHM.
That they have been helpful.	Need more help finding low-income housing.		26 year old White male using programs CESV.
Nothing.	Don't know.		42 year old White female using programs CEM.
Medical assistance.	You should be working with the people, instead of working against the people.		26 year old White male using programs CEM.
Overall they are easy to deal with and they put your needs first.	CPS [Child Protective Services] needs to be more caring when removing children from the home and work with the parents, instead of, against them.	None.	34 year old White female using programs CEMS.
The staff.	They should always call back within 24-hours.		29 year old White female using programs CEMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
We like that DCFS [Department of Children and Family Services] did not try to micro-manage our care of this foster child.	Once a year DCFS [Department of Children and Family Services] gave us a clothing voucher for our foster child. The voucher was only good at one particular store. If DCFS had given us money instead of a voucher, we could have gone down the street to other stores and bought a lot more clothes for the same amount of money.		19 year old White female using programs CM.
Nothing.	Nothing.		21 year old White female using programs CEMS.
I like my new social worker in the Kennewick office.	They should have paid for my foster care. I've been with this foster mother since age 11, and she has never been paid by DCFS [Department of Children and Family Services]. Also, they have not helped me keep in contact with my brothers and sisters.		18 year old Hispanic female using programs CM.
They show a lot of respect for me as a foster dad.	It works well already, it'd be hard to make any improvements.		19 year old White male using programs CM.
I don't have anything that I like the best.	Lighten up on the CPS [Child Protective Services] and Foster Care program caseloads. You need to hire more staff.		18 year old Native American female using programs CM.
I especially like social worker Wendy Pratt in the Colville DCFS [Department of Children and Family Services] office.	They are already doing a great job.		19 year old Native American male using programs CM.
Nothing.	They need to improve TANF [Temporary Assistance to Needy Families] by helping with training and encouraging school instead of just getting burger flipping jobs. The case managers need to be more understanding and let people know what their rights are.		18 year old Black male using programs CM.
That they call me back right away.	I don't know.		26 year old Black male using program C.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the caseworkers. They have a heart to help us, and they really work hard. I especially like Mrs. Mendoza in the Lakewood CSO [Community Services Office].	It's an outstanding program.		35 year old Black male using programs CEHMOV.
The help that is available.	When a person is incarcerated, induce them into the alcohol and drug treatment program while incarcerated.	None.	37 year old White male using programs CS.
I like that they try to help kids in bad situations.	Case managers should be more courteous. My CPS [Child Protective Services] case managers were rude, threatening and made me feel unwanted.		18 year old White female using programs CEHM.
The drug and alcohol program.	I don't know.	None.	24 year old Hispanic female using programs CEMS.
That the DCFS [Department of Children and Family Services] programs exist to help people.	No more budget cuts.		18 year old Hispanic female using programs CM.
They are courteous most of the time.	Provide better help for low income families instead of middle income families.		21 year old female using programs CEHM.
That we don't have to deal with them.	Don't know.		50 year old White male using programs CEHM.
They have improved foster care services a lot. They are way better now than when I first started having foster children 20 years ago.	Mental health services need to be more available to foster children.		19 year old White female using programs CM.
I liked the courteousness of Beverly in the Spokane Eastside CSO [Community Services Office].	When someone is badly in need they should get help a lot faster. It took the King County Eastside CSO [Community Services Office] in Bellevue 2 1/2 months to approve me for benefits.		18 year old female using programs CEMS.
I like the new Quest card for food assistance. It's just like a credit card and is not embarrassing to use at the store.	Some of the social workers are quite rude sometimes and not very compassionate. They need training in social skills. Not all of us are just trying to use the system.		37 year old White female using programs CEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They were there when we really needed them for medical needs.	I don't know.		32 year old White female using programs CMS.
That DCFS [Department of Children and Family Services] supports me and will get my input and then we work together for the children.	It's getting harder to find pharmacies that will take Medicaid, and it's already hard to find dentists that will.		18 year old White male using programs CM.
The lousy, terrible things you do are less than the good you do.	You should get informational updates out frequently to us. Things are always changing, like programs and what is covered and we don't always know what is available to us.		55 year old Black male using programs ACEM.
When you really need help the most they will help you.	CPS [Child Protective Services] needs to improve how the social workers relate to the people. Ours doesn't listen to what we have to say.		36 year old White male using programs CM.
The medical program.	They should make these young, healthy adults get out and work.		23 year old White female using programs CEM.
The help they gave us in time of need.	Can't think of anything.		19 year old White female using programs CHMV.
I like having a good social worker.	They don't have enough workers. I've had to sit in the waiting room from 9:00 AM to 1:00 PM.		22 year old White female using programs CEMS.
I like the feeling of security I get knowing they are there to help me if needed.	They need more social workers so each worker can get to know the families instead of just doing paperwork.		33 year old White female using programs CEHM.
I am very grateful for the medical program.	The social workers should be more accessible to the clients. We never get the same worker, it's always somebody different.		30 year old White female using programs CM.
Nothing.	CPS [Child Protective Services] needs to try to keep families together instead of breaking them up. They should also help mothers to complete whatever they need to do to keep their children and/or to get their children back.		30 year old female using programs ACEMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I'd have to say the medical program because it is the least chaotic of all the programs. Also, I really like Sue Aden in the Spokane North office.	DCFS [Department of Children and Family Services] can be too manipulative and they use scare tactics too often. They need to use a less aggressive approach. Also, different agencies are providing conflicting information on WorkFirst. There needs to be more consistency.		24 year old White female using programs ACEMS.
I can always get answers to questions. If one doesn't know, they ask someone else to help come up with the answer.	The light at the end of the tunnel hasn't gone out yet, but all the retirements in DCFS [Department of Children and Family Services] are really pushing the off button real hard.		18 year old White male using programs CMS.
I'd have to say it's the DCFS [Department of Children and Family Services] staff. They have all been great.	You need to have more publicity on DCFS [Department of Children and Family Services] programs.		58 year old White female using program C.
They put me through the Community Jobs program.	I don't know.		31 year old White female using programs CEM.
That there are some caseworkers who will actually talk with you and look at your file. Most of them won't.	The caseworkers are overworked, you need to hire more. And, each office needs someone who can answer Medicaid questions. They tell clients they are not allowed to answer Medicaid questions.		26 year old White female using programs CHM.
We like our caseworker very much, Lisa Sterbick, in the Wenatchee DCFS [Division of Children and Family Services] office.	I really don't know except for more funding for DCFS [Department of Children and Family Services].		52 year old White female using program C.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Nothing.	The Yakima CPS [Child Protective Services] office needs to take a good look at their workers. I always told them the truth and it still took them a year to listen to me. In the meantime they took my kids away and tried to adopt them out, even though I did everything they asked me to do. The only thing that stopped the adoption was getting CPS management to override the social worker.		27 year old White male using program C.
That they put me through treatment. I'm clean and sober.	You need to let people know what resources are out there. They won't tell us unless we ask specific questions.		29 year old White female using programs CEMS.
They do everything in a good time frame, and are prompt in returning phone calls.	Nothing I know of.		24 year old Native American female using programs CEMS.
I'm not sure.	I'm not sure.		19 year old White male using programs CDHM.
Karma in the Kelso CSO [Community Services Office] has been very helpful.	I need more understanding from CSO [Community Services Office] staff about the problems of being a single parent. I'm a single Dad, and I have just as many problems as a single Mom would have. But I'm treated differently because of being a man.		40 year old White male using programs CEMS.
Nothing.	They have signs in the offices that say its against the law to intimidate or threaten the workers. But they don't hesitate to intimidate or threaten us.		31 year old Native American female using programs CEMSV.
Nothing.	We need to get rid of the bean counters and hire some real people to be in charge who have the best interest of the children in mind.		19 year old White male using programs CDEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
We really liked Ron Thomas, the social worker who had the Native American caseload in the Mt. Vernon office. We don't know why they took him away from us.	Get Ron Thomas to come back as our social worker at the Swinomish Tribe at LaConner, WA.		8 year old Native American male using programs CEMS.
That they help keep the family together.	The social workers are too rude.		36 year old Native American female using programs CS.
I can't think of anything.	I don't know.		18 year old White female using programs CM.
The workers have been friendly.	Don't send us so much paperwork. We seem to keep getting the same forms over and over.		18 year old White female using programs CM.
I like the foster care programs.	The workers need to be more courteous and encouraging to us instead of threatening us with calling the police.		18 year old White female using programs CEHMS.
I like the office being open at 7:00 in the morning, so I can go in to drop off papers or whatever and then still have time for my own things.	We don't always know what questions to ask, and your staff never volunteer information about your services. They need to be more open to giving us information about their services. Why don't you put up posters in the waiting room outlining all the available services. Then we would know to ask about the ones that interest us.		26 year old White male using programs CS.
We have had really good social workers.	When I turned in paperwork to request needed dental work on my foster child it took way too long to be processed.		18 year old White female using programs CM.
I like the Quest card for food.	I have not a clue.		37 year old White female using programs CEM.
Childcare services.	More forthcoming about medical assistance.	None.	46 year old White female using programs CEM.
It's pretty straightforward.	I don't know - more money. You should make it so welfare works together with low-income housing.		35 year old Hispanic male using programs C.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Nothing.	CPS [Child Protective Services] services need to be improved. The social workers don't listen to parents and won't work with them. They won't listen to other family members or to family friends either. They won't give parents a chance.		22 year old White female using programs CEMS.
They help a heck of a lot with medical bills and buying food.	Improve medical - they need to pay their bills.		33 year old White male using programs CEMS.
I don't know, that's a hard one...I like that they are there to help you.	Some office staff are too rude.		26 year old White male using programs C.
I'm thankful for the food assistance for my five children. Also, my experience with CPS [Child Protective Services] was excellent.	You should know that when a person's children are taken away, and there are no openings in treatment, they are driven even deeper into their addiction. This happened to me during the two months I waited to get into treatment. These waiting times should be very short. Also, I was never told that I could get my children back, and not knowing this caused even more depression.		38 year old White female using programs CEMS.
I don't know.	I don't know.		20 year old Native American female using programs CMV.
The staff are courteous and helpful.	Stop printing forms in foreign, non-English languages.		33 year old White male using programs CS.
Can't think of anything.	Can't think of anything.		18 year old Hispanic female using programs CM.
All the services DSHS provides.	The same case manager on an on-going basis.	None.	18 year old White male using programs CEHMS.
They help you when you need it.	We should be able to stay on medical assistance and the grant for a longer time after getting a job.		28 year old White female using programs CEHM.
Everything.	Nothing.	None.	19 year old White male using programs CMV.
That the workers are nice and helpful.	When we come in to apply we have to wait way too long to get an appointment. Don't make us wait so long.		33 year old White female using programs CEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The caring staff at DSHS.	Standardize the rules between the divisions under DSHS.	None.	19 year old White female using programs CEHM.
The help.	They need to provide all the information for new placements to the foster parent.	None.	19 year old Native American female using programs CHM.
The help.	Provides bus passes or train passes to go visit one's children.	None.	40 year old White female using programs CEMS.
We had an excellent social worker, Theresa Espana, in the Lynnwood DCFS [Division of Children and Family Services] office.	Children in the foster care system should be released for adoption at a much younger age. Also, you need more group homes and they should be in better neighborhoods. These kids need more social services and support.		18 year old Hispanic male using programs CMS.
That they are there to help me with day care costs.	It would be a great help if you could keep updated lists of medical providers that take Medicaid and who are accepting new patients. I have the list of providers that take Medicaid, but they are almost always full, and not accepting new patients.		35 year old White female using programs CEM.
Not having to deal with them that much.	They don't provide sufficiently for the foster care children; there is a need to sit down with each foster parent and assess the actual needs of the foster child.	None.	19 year old White female using programs CM.
Did have a good counselor at Children and Family Services.	I really don't see anything that needs to be changed.	None.	38 year old Native American male using programs CEMS.
Nothing.	I don't know.		21 year old White female using programs CEMS.
The help.	There is a need for more dental providers to accept the medical coupon. Dental services for adults need to be expanded. Mental health needs more experienced counselors; instead of using new, inexperienced students.	None.	31 year old White female using programs CHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the social workers I have now: Lois Johnson, Stephanie Belcher and Tara Harrington in the Vancouver DCFS [Department of Children and Family Services] office.	You should provide more information and support services for foster children that age out of the program.		18 year old White female using programs CHM.
The drug and alcohol treatment services saved my life.	Can't think of anything.		32 year old Asian American female using programs CEMS.
The caseworkers I work with that will go the extra mile to help the kids.	Get rid of the bad caseworkers in CPS [Child Protective Services] and DCFS [Department of Children and Family Services]. When we get one of these, we just refuse to work with them.		20 year old male using programs CEMV.
They try to be understanding, but they have to deal with financial concerns.	Social workers must be more open with foster parents about problems the kids have. Twice we've had problems with foster kids that we could have handled if the social workers had just let us know about ahead of time. Also, please restore money for respite care for us foster parents.		18 year old White male using programs CM.
DSHS has some good programs, but CPS [Child Protective Services] is not one of them.	There needs to be more support for parents, because we are not always the bad guys. There needs to be some kind of parental advocate available, because CPS [Child Protective Services] likes to bully and threaten people.		37 year old White male using programs C.
I don't.	CPS [Child Protective Services] has entirely too much power.	Nothing.	22 year old White male using programs C.
They are there when I need them.	I don't know.	None.	49 year old White female using programs C.
That the staff we did not work with were very nice. The ones we did work with were pushy and rude and unconcerned.	Try to keep families together as much as possible. Try to help parents that need help instead of telling them to (expletive) off.		28 year old White male using programs C.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The CPS [Child Protective Services] program.	Not change the caseworkers so often. I also believe that in some situations services are over provided when the services would be better used for others. They need a better assessment process.	None.	47 year old White female using programs C.
The help they can offer.	Fire all those receptionist in the CSO's [Community Services Office] who are rude to the clients.	None.	32 year old White female using programs C.
They treat the kids good.	We need help in finding housing.		34 year old Native American female using programs C.
The case managers have been very helpful.	I can't think of anything.		29 year old White male using programs C.
Some of the people I meet at the office are nice.	I would like someone to help me to get my kids returned to me.	None.	42 year old White female using programs C.
I like the Wenatchee office. They are very friendly.	The rules and regulations on foster care hinder the foster parents ability to provide any discipline.		68 year old White female using programs C.
They help you out when you need help.	They never return phone calls right away. They have 24-hours to return phone calls. If you call them in the morning, and then call again in the afternoon, then the 24-hours starts all over again. This needs to be changed and improved.		28 year old Native American male using programs C.
Nothing. (Specific name) in the Moses Lake DCFS [Department of Children and Family Services] office is the worst caseworker ever.	Total restructure of the department. Get people who will listen to you and who care and are willing to help and who understand that accidents do happen.		25 year old White female using programs C.
They are okay, but they put people through too much hassle when they apply for benefits.	Improve some of the services and be more considerate to people that need help.		22 year old Hispanic male using programs C.
They paid for the services incurred due to their requests.	CPS [Child Protective Services] should be mandated to fully investigate allegations, accusations and circumstances before acting on a complaint.	None.	31 year old White female using programs C.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They are a big help to people who need them.	They need to listen better to the clients.		26 year old White male using programs C.
Can't think of anything.	Can't think of anything.		72 year old Black male using programs C.
Child and Family Services are there if we need them.	I don't know.		23 year old White male using programs C.
Nothing. I don't like CPS [Child Protective Services].	When I asked them for help they never helped me. Instead they took my kids away.		37 year old White male using programs C.
That they have helped me to better myself.	Can't think of anything at this time.		46 year old Hispanic female using programs C.
Nothing.	I don't know.		16 year old White female using programs DEM.
I would say probably the support I got going through this experience.	Better coordination between departments.	None	1 year old White male using programs D.
The help, and someone to talk to when I need to.	Make a comprehensive list of all services available through DSHS for children.	None.	2 year old female using programs CDEHM.
I like the help they offer.	They try to offer excellent service; but, at times are limited by the rules in what they can do.	We are very happy with the excellent service they provide to us.	4 year old White male using programs DEM.
Their promptness in getting back to me when I have a question.	More education on exactly what services they provide.	None.	15 year old White male using programs D.
That they have helped us out when I didn't know where to turn.	I've been really happy with the services we've gotten.		2 year old White male using programs D.
Being able to conduct business by phone with DSHS.	Cannot think of anything.	None.	6 year old White male using programs DM.
The medical coverage.	The appointment system needs to be streamlined more.	None.	3 year old White male using programs DM.
The professional way they treat me.	More communication by DSHS with me.	None.	10 year old female using programs DEM.
The paperwork was easy. They were very organized and they were prepared when we contacted them.	Don't know.		7 year old White female using programs D.
That the program is there.	Smaller caseloads for the workers and hire more people.	None.	32 year old White female using programs DEM.
I'm very grateful they have helped me with my son.	Maybe make improvements in programs for disabled people.		17 year old Hispanic male using programs DEHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The quickness of their responses to our inquiries.	I don't know really.	None.	44 year old White male using programs DM.
I like the caseworker who keeps us informed.	I cannot think of anything.	None.	21 year old White female using programs DEMV.
They are there trying to help people.	Make it less demeaning to apply for services by interacting with the client with compassion and breaking down the barriers by advocating for the client. Also, be honest with the client when you as a worker do not have control because of the rules.	None.	12 year old White female using programs DEHM.
I like the fact that the service is free.	I don't know.	None.	6 year old White female using programs DM.
The help from mental health.	Increase funding to the programs.	None.	13 year old White male using programs CDEHM.
The case managers are very personable.	The system right now is more important than the clients.	DDD is the exception when it comes to dealing with government offices; they are wonderful and not bureaucratic.	32 year old White male using programs DM.
The caseworkers have been supportive and seem to be interested in assisting us.	DDD [Division of Developmental Disabilities] needs more funding and there needs to be more publication of what services are available from DDD to parents.	None.	7 year old White male using programs D.
The help they provide.	Nothing I see.	None.	47 year old White female using programs DEM.
Their willingness to do their best to help.	Nothing I see.	None.	26 year old White male using programs DEM.
By and large the social workers hired by DSHS are genuine caring people who are limited by resources available.	DSHS needs to break down the barriers between the different departments and divisions; so that, disabled children can get services without being pigeon-holed as being appropriate for just one division.		3 year old Hispanic male using programs D.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The support they give our family to help our daughter to be as independent as possible.	Reduce the waiting list for those who are waiting for services.	I would like to see more support in action as well as word from Dennis Braddock for people who have a developmental disability. We have had exceptional caseworkers from the local DDD [Division of Developmental Disabilities] office. I feel like they are in the boat with me; but, the powers to be are not in the boat. I am very concerned about what transitional services will exist in DSHS's budget.	16 year old White female using programs DM.
Before the beginning of the year, the simplicity of the financial programs.	They need to find psychiatric providers who accept the coupon. Quicker way to approve drugs not on the formulary. The mental services for adults is really lacking.	None.	1 year old White male using programs DM.
Everything.	No idea.	None.	36 year old White male using programs DEM.
It provides good coverage for the person who is an aware customer.	I think more personable contact by the workers in the CSO's [Community Services Office]. Also need more dental providers who accept the medical coupon. There is only one provider in Tri-Cities who accepts the coupon.	Since more and more business is now being conducted by the phone with DSHS, there is a need to get out information into public places on services available through DSHS ; instead of, just posting it in the CSO's waiting room.	4 year old White male using programs DM.
We like Jyvette Dobson, the case manager at the CSO [Community Services Office] who does amazing work.	Better organization in vendor payment systems.	None.	34 year old White male using programs DEM.
The staff at the CSO [Community Services Office].	They need emergency medical for the family members who do not qualify for Medicaid.	None.	13 year old White male using programs DHM.
They have been very clear and explain things in detail.	Nothing that I see.	None.	5 year old White male using programs D.
They are personally oriented toward the families.	DSHS needs to promote themselves more in the media.	None.	19 year old female using programs DEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
How everyone at the complaints department treated me with respect and really worked on our behalf.	Very important that kids in need get decent mental health services.	We lost a very valuable resource in Dr. Allen Unis at UW CHDD [University of Washington Center on Human Development and Disability]. When he left he made referral for all his patients; but none of these referrals would accept the medical coupon. They need more providers who would will accept the medical coupon for Autistic children. There is no resource on available special education classes in the Ballard School District. They didn't even know they had special classes at two of their grade schools for autistic children. It would be nice if the State would maintain a referral for this purpose.	12 year old White female using programs DEHM.
I like the fact there is just one case manager assigned.	I really don't see anything that needs changing.	None.	21 year old White male using programs DEM.
I really like dealing with the DDD [Division of Developmental Disabilities] people the best.	I would like to see services for disabled children mandated at the legislative level to protect their benefits.	None.	17 year old White male using programs DEM.
The quickness in responding to my questions and fears.	Nothing I see at this time.	None.	8 year old White male using programs DM.
That I receive the family support dollars and respite care.	Return phone calls and e-mails quickly. Pay respite care providers on time.	None.	7 year old White male using programs DM.
They offer a lot of services for children.	It would be nice if they provided medical services to parents.		26 year old Hispanic male using programs DM.
The help with respite care.	More medical providers who accept medical coupons.	None.	3 year old White female using programs DM.
I like the help which gives me an opportunity to have a little time to myself.	I think (specific name) needs to be out of the house more than the 2 hours a week that DDD [Division of Developmental Disabilities] provides a person to take him.	None.	45 year old White male using programs DEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I don't know.	Nothing needs to be changed.	None.	24 year old White male using programs DEM.
The close rapport with the case managers.	Get rid of Tim Eyman.	None.	45 year old White male using programs DEM.
I like that when you go get services, and tell the vendor it is under DSHS, everyone knows what to expect.	Nothing I see.	None.	62 year old Asian American male using programs DM.
Whenever I needed help, they have helped me.	Nothing.	None.	40 year old White female using programs DEMV.
I think they really care.	I don't know.	None.	60 year old White male using programs DEM.
DDD [Division of Developmental Disabilities] section.	I think it would help a lot for DSHS to get the criteria for qualifying for different services out to the public.	None.	31 year old White male using programs DEM.
The family support hours provided through DDD [Division of Developmental Disabilities].	Retain case managers on the same cases for at least two years.	Need more medical providers who accept medical coupons.	6 year old White female using programs DM.
I think they have genuine concern for the clients.	Reduce caseload size per case manager.	None.	36 year old White male using programs DHM.
Everything has been very easy. When I have had questions, they were answered.	Not too many people know about it, this program (DDD [Division of Developmental Disabilities]). There should be more information (brochures) about DDD.		4 year old Hispanic male using programs DM.
They provide good service.	Everything is pretty good as is.	None.	33 year old White female using programs DEHM.
I don't know what to say.	Provide more help to disabled children.	I hope DDD will eventually help me.	4 year old White male using programs DM.
They help her to be independent.	I should have more choices for vocational training.		45 year old White female using programs DM.
Being able to conduct business by phone.	Do more medical eligibility reviews by phone for people who are disabled.	None.	18 year old Hispanic female using programs DM.
The help.	I don't know.	None.	11 year old White male using programs DEM.
They are there when needed.	Do not change case managers every time you turn around.	None.	29 year old White male using programs DEM.
Medical assistance.	Not to cut off resources by mistake.	Thank you for your help	2 year old White female using programs DEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the security it represents.	Nothing.	None.	16 year old White male using programs DM.
They are friendly and easy to work with.	Nothing.	None.	46 year old White male using programs DM.
I like knowing I am dealing with one specific individual with DSHS.		None.	50 year old Native American male using programs ADEM.
My caseworker is extremely supportive.	Publish a resource directory for all of DSHS services and also start mentoring programs that buddies people who have the same issues.	None.	12 year old White female using programs D.
They are nice with me and I have never been rejected for medical.	None, everything is okay.	I am very happy with services. I am thankful for the service that I get.	4 year old Hispanic female using programs DM.
They try to help.	Nothing.	None.	51 year old Black male using programs D.
Their help.	I think they need to be helping the people who are trying to help themselves by working, but are unable to make ends meet because of limited wages. These families should be eligible at the very least, for food assistance and childcare.	My son is 13 years of age and handicapped. His mental capacity is less than a 12 year old. When he turned 12 they terminated the childcare for him. The childcare provider was willing to keep him and went to the DSHS asking for an exception to pay for his care. DSHS would not approve it. As a result I had to quit working to stay at home with him. Where is the sense in that?	13 year old Black male using programs DEM.
The help.	Try to keep the same caseworker throughout the client's history with DSHS.	None.	31 year old White female using programs DEM.
I like the medical because I don't have to make a lot of contact with them.	I think they could communicate more effectively between the departments would improve efficiency.	None.	12 year old White female using programs DM.
The family money fund that I can use for respite care.	Hire more staff at DDD [Division of Developmental Disabilities].	More advocating for autism in Spokane.	7 year old White male using programs D.
Nothing.	None.	None.	24 year old White female using programs DEM.
I don't know.	I don't know.	None.	54 year old White male using programs DEMV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I have to believe they are helping somebody, even if they didn't help my son.	Improve support and services to families that are not in poverty. If you're not in poverty DSHS just won't help you at all.		9 year old White male using programs D.
Their caring attitude.	Need more providers who accept the medical coupon for medical and dental services.	None.	64 year old White female using programs DM.
Their patience in discussing and explaining things to me.	Less paperwork.	None.	3 year old Native American female using programs CDM.
The financial assistance through Medicaid personal care for respite care.	I like to see them make benefits easier to use; especially the Medicaid personal care. Currently, the program has an age limit of at least 18 years of age for the caregiver before you can use this fund for respite care. The limit on the hourly wage that is allowed makes it almost impossible to get competent help. The age limit ought to be lowered to 16 years of age. Many mature 16 and 17 year olds are willing to work and provide excellent care for the hourly wage that is allowed.	I believe that the developmentally disabled in the State of Washington are being slighted in the amount of funding that is being made available for their care. These are some of the most vulnerable people in the state.	9 year old White male using programs DM.
They help me a lot.	They could return phone calls within 24-hours which they don't always do.	None.	20 year old White female using programs DEMV.
Like the medical program.	Need to find more providers who accept the medical coupons. I had to go through 30 providers before we were able to find a doctor who accepted the coupon.	None.	26 year old White male using programs DEM.
Easy to communicate with the caseworker.	Probably provide a better list of in-home respite caretakers.	None.	4 year old White female using programs D.
The workers I work with at DDD [Division of Develomental Disabilities].	Workers at CSO [Community Services Office] need to learn to establish rapport with clients and not come across as adversaries.	None.	1 year old Native American female using programs D.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I don't know.	The DDD [Division of Developmental Disabilities] program needs someone to teach independent living skills to these people so they can live on their own.		44 year old Native American female using programs D.
I like how the receptionist at the CSO [Community Services Office] treats me.	Cut down on all the repetition in letters to tell me the same thing.	None.	30 year old female using programs DEM.
Not having to deal with them much.	Smaller caseloads for the caseworkers.	None.	14 year old Hispanic female using programs CDM.
Having the same case manager for all of my residents in the AFH [Adult Family Home]. I am fortunate to have Sharon Heimbigner who is one in a million. She is easy to talk to and is extremely knowledgeable. I can even call her any time of day 24/7 [24 hours a day / 7 days a week].	I don't see a thing that needs changing.	None.	71 year old White female using programs ADM.
For the most part, the workers at DDD [Division of Developmental Disabilities] are friendly and do a good job with what they have.	DDD [Division of Developmental Disabilities] needs more money for the programs, need more staff, and DDD needs to stay in contact with clients on the waiting list.	When I signed up on the waiting list, I was told it would be 6 months before services would be received; it is now 3 years later with no services.	5 year old White male using programs D.
The help.	The waiting period for appointments could be shortened.	None.	10 year old White female using programs DEM.
I like the 1 hour they have extended to keep the office open in the evening.	They could expand medical to cover single adults and single adult parents.	None.	22 year old White female using programs DEM.
Kay Wickersheim in the Eastgate office has been wonderful.	Need to have a better understanding of client's needs that have disabled children.		5 year old White female using programs DEM.
I like the new DDD [Division of Developmental Disabilities] worker, Jennifer Roybol, who is just wonderful. She actively listens, keeps me informed, just an all-around great worker.	There is a desperate need for more dental providers who accept the medical coupon. Cover also needs to be expanded to also cover adults who are not on SSI [Supplemental Security Income].	None.	15 year old White male using programs DEM.
I guess for me personally, it is they are there to help the more unfortunate.	All the entities within DSHS and other entities they are involved with be on the same page.	None.	52 year old White female using programs DEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The workers are very helpful and friendly.	Return phone calls sometimes takes a lot longer than 24-hours. This happens when the worker is on vacation; someone should be backing up the caseload of workers on vacation. DSHS needs more staff with smaller caseloads.	None.	55 year old White male using programs DHM.
The medical help for my adult son.	I think it is easier to talk to the worker about my son's needs than to fill out the annual paper forms for evaluation as something is lost in the translation.	It would be nice to see more funding to DDD [Division of Developmental Disabilities] for respite care. We have been on the waiting list for this service for 3 years	20 year old White male using programs DM.
They are more efficient now.	DDD [Division of Developmental Disabilities] needs more staff.	None.	20 year old White female using programs DEHMOV.
I like the childcare best of all, for it helps me the most.	They need to improve customer service skills.	None.	4 year old White male using programs DEM.
The highly skilled teachers in the Woodway Elementary Developmental kindergarten program through DDD [Division of Developmental Disabilities].	I don't know.	None.	5 year old White male using programs D.
The promptness of responses.	The people who actually provided the service need closer screening as to their ability to provide service to developmentally disabled.	None.	7 year old Hispanic male using programs D.
The help and oportunties it opens up for kids.	Provide more funding for DDD [Division of Developmental Disabilities] programs.	None.	20 year old Hispanic male using programs DEMV.
Rita Pearson at DDD [Division of Developmental Disabilities] has been very helpful.	Better communication within the agency between workers as well as with the client.	None.	8 year old White male using programs DEM.
We are having lots of help. We really like all the services. We really appreciate all your work.	Nothing.	Thank you very much for all the help. Very grateful.	10 year old Asian American male using programs DEHM.
I don't know.	I think they do a good job already.	None.	17 year old White female using programs DEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help for emergency situations.	Let the families tell their situation. Have more one-on-one communication with the families. Raise the grant standards for families so they can get to the end of the month. When hiring staff, one of the criteria should be they have been on one or more of the DSHS programs. Childcare should allow for situations where there is a split shift.	None.	4 year old White male using programs DEM.
They are good about helping.	I don't know.	None.	20 year old Native American female using programs DEM.
The help.	I'd like to see an annual list of services available though DSHS. Much of what I have learned has been by word of mouth from other parents.	None.	5 year old White female using programs DM.
They seem to be able to answer all my questions.	Nothing I know of.	None.	24 year old White male using programs DMV.
I like the INTOT [Infant Toddler Early Intervention] program.	More flexible childcare program.	None.	3 year old White female using programs DEM.
I really don't have to deal with them that much because they did a good job putting everything in place at the start.	Nothing I can think of.	Nothing.	24 year old White male using programs DEM.
The way they respond quickly to my questions.	Not really.	None.	37 year old White male using programs DEHM.
The help.	Nothing really.	None.	9 year old Hispanic male using programs DEM.
It is easy to get answers and services when your caseworker is in the office.	I think DSHS needs to start looking and planning for mental health long-term facilities that treat aggressive youths.	None.	8 year old White male using programs DM.
They are nice and real caring.	The left hand should know more about what the right hand is doing since they now have you report through call centers.	None.	52 year old White female using programs DHM.
Very easy to get services and help. Good job.	Nothing.	Thank you for the help. We are very satisfied.	46 year old Asian American male using programs DEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Nothing, it was a negative experience.	Be more responsive to clients' requests and needs.	I am concerned with (specific business name) being more motivated in capturing DDD [Division of Developmental Disabilities] dollars than carefully evaluating the client.	4 year old Asian American female using programs D.
I like that I don't have to deal with them very often.	DDD [Division of Developmental Disabilities] could offer extended office hours for people who work.	None.	24 year old White male using programs DEM.
The medical program.	Nothing.	None.	27 year old Hispanic male using programs DEM.
They get things done fast.	Nothing.	None.	43 year old Black female using programs DM.
Good services.	I don't see anything that needs to be changed.	None.	10 year old White male using programs DHM.
The fast track system of taking care of changes.	DSHS needs to publish a directory of services they offer through their different divisions.	None.	10 year old White male using programs DEM.
The help that is there.	Be more proactive in advertising the services that are available for the people who need them.	None.	3 year old Native American female using programs D.
DDD [Division of Developmental Disabilities] program.	Provide job search services to all DSHS clients, instead of just TANF [Temporary Assistance to Needy Families] clients.	None.	49 year old White male using programs DM.
The Family Support program with DDD [Division of Developmental Disabilities].	Hire more staff.	None.	6 year old White female using programs DM.
That they provide services for DD [Developmentally Disabled] children, and especially for ages birth to 3 years old.	Make sure parents and families know what services are available after the DD [Developmentally Disabled] child turns age 3, and know how to get those benefits.		3 year old White female using programs D.
The services they provide are fantastic.	Return phone calls within 24-hours.	None.	39 year old White female using programs DEM.
The DDD [Division of Developmental Disabilities] program.	Let you choose your own doctor under these health maintenance programs.	None.	7 year old White male using programs DM.
I like the case manager, who has been very helpful.	I don't know.	None.	47 year old White male using programs DEM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The medical program.	DSHS needs to better communicate information on services that are available throughout DSHS .	None.	18 year old White male using programs DH.
The DDD [Division of Developmental Disabilities] program.	Nothing I see.	None.	13 year old White male using programs DEM.
I don't know.	Allow clients to make up to \$500 before it reduces grants, SSI [Supplemental Security Income], and food allowance.	None.	44 year old White female using programs DEM.
I like being able to drop in to the office to chat.	Better training for new employees.	I am quite happy with the services I receive.	50 year old White female using programs DM.
Nothing in particular.	They need more staff. Their caseloads are way too large.		56 year old White female using programs EM.
Having food to eat, a roof over my head, and having medical.	Don't know.		51 year old White male using programs AEHM.
The childcare program is excellent and helps us a lot.	They need customer service training because they are rude.		3 year old White male using programs EM.
Everything.	I don't know.	I would like to continue with the medical assistance program.	18 year old White female using programs EM.
Nothing.	Have less paperwork.		59 year old White female using programs EM.
Nothing. The people working in the Sunnyside office are prejudiced against White people.	You should have some White, English-speaking people working in the Sunnyside office instead of them all being in one minority race.		8 year old White female using programs E .
I like that the programs help me.	The cuts in childcare payments need to be restored. My job requires childcare overnight from 11:00 PM to 7:00 AM. Now with the cuts my provider is underpaid for all the extra work involved.		5 year old Hispanic female using programs EM.
Nothing.	Can't think of anything.		84 year old Hispanic female using programs EM.
That they are friendly.	They need to improve their attitudes because they are rude sometimes.		5 year old Hispanic female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The visiting nurses that come to our house once a year are my best resource.	I want one case manager to deal with. Contact with only one worker for all programs is way better than the one-stop shopping concept with one office for all programs, but with many workers.		28 year old White male using programs DEM.
DSHS has made a big difference for me and my kids. We came from Mississippi and it is much better here.	You need to give the workers a customer service course. The services here are great, but the customer service sucks. It makes it so I don't even want to go to your office.		27 year old Black female using programs EM.
The programs have been helpful.	In the SSI [Supplemental Security Income] evaluation process there needs to be more in-depth assessment and further testing than they do now.	When I called the 1-800 number on back of the medical coupon, I never reached a live person. I never got past the automated options.	19 year old White male using programs EM.
I probably wouldn't be living if it wasn't for them.	I really have a problem with food stamps because they don't give me enough.		63 year old Black female using programs EM.
It's there to help people in need.	Once a person has gotten off drugs and is clean they should be able to get food stamps. Having gone through treatment is not the answer. Being clean is the answer even if they did it all by themselves.		37 year old White female using programs EV.
I like the fact that my son gets medical and that I get help with day care too.	You should have kinder, more understanding staff. They can be so rude.	Only 2 or 3 doctors here take the medical coupon and they are always booked up so I have to take my son to the hospital emergency room whenever he needs to see a doctor.	3 year old White male using programs EM.
Nothing.	If someone gets SSI [Supplemental Security Income], then they should automatically be able to get food stamps too.		61 year old White male using programs EM.
Nothing. It's all the same to me.	Do more fraud investigations.		58 year old White female using programs EMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
It used to be nice to know that they were there to help in emergencies, but now I know this is no longer true. My daughter has been denied the chance to apply for food stamps, and has been banned from coming to the office.	You need to have more courteous people working there. They have been rude to my daughter.		25 year old White female using programs EMS.
They always let you know when you can come in and what to do to get help.	I'm not sure.		46 year old Black male using programs EHM.
No comments.	No comments.		71 year old Asian American female using programs AEM.
Can't think of anything.	The workers stereotype us as being crooks because we need assistance.		47 year old Black male using programs EM.
I can't think of anything.	Get to know your caseload better and have more personal contact with them.		5 year old White male using programs EM.
They always help us when we need help.	I don't know.		14 year old White female using programs EM.
Getting medical care.	Make it easier for adults to get medical coverage, even if there was a co-payment.		7 year old White male using programs EM.
Medical assistance.	No comments.	Thank you.	18 year old White female using programs EM.
They are willing to help.	Sometimes I have to wait and call several times before I can see someone or talk to someone.		9 year old Hispanic female using programs EM.
Getting the medical is the best.	I don't know.		15 year old White female using programs EM.
I don't have to worry about Grandma, she has Medicaid to cover what Medicare doesn't cover.	Can't think of anything.		79 year old Asian American female using programs EM.
The financial help.	We are not satisfied with your non-discrimination policy. They have been rude to us because we are foreigners. We are very upset.		50 year old female using programs DEM.
Medical help for children.	Be more attentive to the expenses, not only to the income, in relation to social services.		11 year old White female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They helped me out.	I don't think of anything.		46 year old Hispanic male using programs EHMS.
The childcare help.	Can't think of anything.		4 year old Black female using programs E .
No comments.	The service is already smooth with professional manner.	I am happy with the service that I had received from the economic service.	45 year old Asian American female using programs E.
What I like the best is that I'm not on DSHS even though I'm a single mom and have 2 kids, and I don't get child support because support enforcement won't go after him.	You need to improve your childcare payment system. My provider is always being shorted by DSHS or not paid at all. The more you try to improve your life the less DSHS will help you.		7 year old White female using programs E.
They are helpful.	Have more employment counselors to help us get jobs.		71 year old White female using programs EM.
The food stamps helped out a lot.	Nothing.		19 year old White female using programs EM.
They are doing fine.	They are already doing a wonderful job.		6 year old White female using programs EM.
The people who do field visits and come to my house are wonderful.	We need access to affordable medical care and extended medical benefits.	When I called the 1-800 number on back of the medical coupon, I never reached a live person.	9 year old White male using programs DEHM.
That they are there when we need them.	Some workers are rude and some just pass you on to other workers.		32 year old Hispanic male using programs EM.
Nothing.	Can't think of anything.		5 year old White female using programs EHM.
That they leave me alone!	Assign one case manager to keep the same caseload so they can get to know their clients. Stop rotating case managers all the time.	The doctors treat us with courtesy and respect, but the medical office receptionists are rude.	48 year old Hispanic female using programs EM.
I don't know what to say.	It's just fine now.		6 year old White male using programs EHM.
The childcare program has been very helpful. Without it we couldn't work and we would be on welfare.	We need to have more medical providers.		30 year old White male using programs EM.
Nothing.	They should realize that clients are people too, not just numbers. There is no need to be rude or short.		55 year old White female using programs EM.
Can't think of anything.	Can't think of anything.		35 year old White male using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
That they were there when we needed them.	No suggestions.		13 year old Black female using programs EM.
That they are there to help people.	Make it easier to get food stamps.		31 year old White male using programs EHMSV.
The best part is they help you look for work and they help with self-esteem and independence.	None.		13 year old White female using programs EM.
I appreciate how they are willing to explain things and they have been very helpful.	Up until now they have done very well by us.		4 year old Hispanic female using programs EM.
Nothing in particular.	None.		7 year old Asian American male using programs EM.
The best is Margaret Rojas in Watcom Crisis.	I want more individual case-by-case attention. And, we need a list of people we can call for help with different parts of the programs.		27 year old White female using programs EM.
I like the medical program the best. It has helped us and the people have been good to work with.	Make sure the workers give us complete information on the program rules. I didn't know that my daughter could only miss so many days at day care before the State cuts back on the amount they will pay.		4 year old White female using programs EM.
The help to a point.	Department should keep appointment times. They should provide better explanations of services and need to work with people more without being rude.	None.	33 year old White female using programs EHM.
They always help me when I call them.	We need to have dental coverage.		18 year old Hispanic male using programs DEHM.
Good and timely service.	No complaint.	Satisfied with service.	81 year old female using programs AEM.
The workers and how they help you.	I don't think they can improve anything.		19 year old Black female using programs EM.
Nothing.	Nothing.		34 year old White male using programs DEM.
The day care 1-800 customer service number is greatly improved.	I don't know.		5 year old White female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Our caseworker is very helpful.	I'm the caregiver for my handicapped daughter. It would be wonderful if I could get medical insurance benefits from this work.		22 year old White female using programs DEMV.
You can get an appointment right away.	You should let clients have more choice in the programs. There is too much emphasis on work in minimum wage jobs instead of training for better paying jobs.		36 year old White female using programs EM.
Nothing.	I don't know.		9 year old White male using programs EM.
Medical assistance.	I like everything. No suggestions.	Thank you very much for your help.	73 year old White female using programs EM.
I like the WorkFirst program. They are helping me go to school.	Can't think of anything.		20 year old White female using programs EM.
Nothing.	Nothing.		43 year old White female using programs EHM.
That you have someone to stand by you in emergencies and to help pay bills.	Can't think of anything.		74 year old White female using programs AEHM.
They will help you when they can.	I can't answer that question.		65 year old White female using programs EM.
The best way to deal with DSHS is to go there and tell the official what your problem is or what you want help with.	To continue the service, and keep helping those that need help.	DSHS does good work, but you have to make sure they help the right people, for example older people who can't work for reasons like health problems.	59 year old Black female using programs EM.
They help us, they treat us well and they've answered our questions. I'm very happy with their services.	For me, they're doing a great job.		10 year old Hispanic female using programs EM.
Their professionalism.	Cut down on the waiting time at the office, and cut down on the amount of paperwork.		43 year old White male using programs EHMS.
I liked it when they turned the food stamps into the plastic debit card.	Can't think of anything.		41 year old White female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
That they are there to help you at the low points in your life. Sherry Wobanks is very caring and helpful.	The call centers need to be more aware of what is going on. There needs to be more communication between the call centers and the case managers.		3 year old White female using programs EM.
They have helped me a lot with mental health and medical.	I'm not really sure because they've been very good. But, you need to make the waiting room less crowded.		38 year old White female using programs AEHM.
I'm glad it was there when I needed it, but it's not good to be on it for the long term.	Please try to return phone calls within 24-hours.		37 year old White female using programs EM.
They are willing to help any way they can.	Can't think of anything.		20 year old Native American female using programs EM.
If they keep coverage for my children. Overall they have done a good work and have been kind.	I don't know.		41 year old White female using programs EM.
Everything, especially medical assistance.	To provide the service more than 8 months.	To give support to those people who go to college.	73 year old White male using programs EM.
No response.	No response.	No responses shown to the 1-800 telephone questions in MAA.	13 year old Asian American male using programs EM.
Respect and courtesy of the medical providers and DSHS staff.	I wish CSO [Community Services Office] staff could send the letters requiring necessary information ahead of the interview date.	We are very grateful for the services that MAA [Medical Assistance Administration] and ESA [Economic Services Administration] programs provide.	17 year old White female using programs EM.
The end result is that you get help eventually.	Be faster. They do everything pretty much okay, but just do it faster. And, there's too much paperwork.		6 year old White female using programs EM.
Nothing.	Hire more staff, and they should be friendly to people.		2 year old White male using programs EM.
The childcare.	Just because you have a felony in the past should not keep you from getting childcare now. Without childcare help I can't go look for a job or go to work. Without childcare I won't ever be able to improve my life.		1 year old male using programs EM.
I like not having to go into the CSO [Community Service Office] for appointments to conduct business.	I don't know.	None.	12 year old Hispanic female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
It really does help.	You need to let us know about all of the programs that are available. I should be hearing this from DSHS, not from my friends.		35 year old White female using programs EM.
Well, they help you when you need it.	For people that use the same medicine on a long-term basis, they should be able to get a 3 months supply of it instead of having to go in every month.		12 year old Hispanic female using programs EM.
I don't know.	Nothing that I know of.	None.	55 year old White female using programs EM.
Gerri Crabb in the Bremerton CSO [Community Services Office] made me strive to get off TANF [Temporary Assistance to Needy Families].	I don't know. Everything worked for me.		8 year old White male using programs EM.
Nothing I can think of.	They lost my paperwork. They need a system to keep track of the papers we bring in.		26 year old White female using programs EHM.
Helpful.	Don't have any.		57 year old Asian American female using programs EM.
I like everything about DSHS. They help people.	We need more dental help.		39 year old Black male using programs EM.
The medical for the kids.	When I had my food stamp eligibility review one worker started it then turned it over to another worker. But the second worker never finished it, so they terminated my benefits because the eligibility review wasn't done. Why did they punish me for this? This needs to be fixed.		25 year old White female using programs EM.
That they help me with childcare.	They should be more willing to tell us about program benefits. I've had to find out about some of this from other clients when actually the case managers knew, but did not inform us.		3 year old Black female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
It's good they help people.	Improve the communication between people at the front desk and the case managers. My application was denied when the front desk did not give information to the case managers.		3 year old White female using programs EM.
That I can get help if I really need it.	I don't know.		9 year old White female using programs EM.
My mental health counseling.	You need to provide education to help people make a livable wage.		41 year old White female using programs EHMV.
That they give me great help.	I can't think of anything. I don't think there is anything to improve for me.		47 year old White female using programs EM.
They give consistently good care, the medical coupons come on time, and they are prompt in returning my calls.	I can't think of anything.		50 year old White female using programs AEM.
I like the medical.	We need to have more doctors that will take new patients. I can't find a doctor to take me.		40 year old Hispanic female using programs EM.
Nothing.	It's okay now.		21 year old Native American female using programs CEM.
I'm glad they are there.	Improve your listening skills and be more understanding. Don't judge us so much right away.	You should be more willing to help people who only need short term help too.	27 year old White female using programs EM.
They helped us out a lot.	Need to expand dental care.		16 year old White male using programs EM.
Helpful, especially good for old people.	Don't have any.		73 year old Asian American male using programs AEM.
The workers. Tamie Reynolds in the Colfax CSO [Community Services Office] is very understanding and very caring and helpful.	Nothing. I think it's great.		29 year old White female using programs EM.
No response.	No response.		66 year old Asian American female using programs EM.
The help with medical and childcare.	We need more help in finding affordable housing for single parents. You should make it easier to get food stamps because I'm just \$10.00. a month over the income limit and can't get any.		12 year old White female using programs EHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They help my family a lot.	Nothing.		12 year old Hispanic female using programs EM.
Nothing that I can think of.	You need to return phone calls sooner. Sometimes it takes a couple of days for them to call back.		6 year old White female using programs EM.
I like that they help supplement people who are working.	The childcare services need to be changed so parents who work weekends can get childcare on the weekends, and not have to take them to day care on their days off work during the week.		10 year old White male using programs E.
That they help you get into training for jobs and how to fill out job applications and resumes.	They should make more information available to the public about available programs, and especially on dentists that will take medical coupons.		6 year old White male using programs EM.
I've had good luck and bad luck with them.	You should have smaller caseloads for your workers, then they could do a better job.		37 year old White female using programs EM.
It's there when you need it.	Can't think of anything.		28 year old White male using programs EM.
They've helped her financially and medically.	Need better communications. They never call us back.		29 year old White female using programs EM.
Medical covered everything, which was great.	Not to terminate benefits to children.	DSHS should not terminate benefits to children, especially medical.	45 year old White male using programs EM.
They've been very helpful.	Make more information available on the Internet. Make it so we can fill out our forms on the Internet too.		36 year old White male using programs EM.
Diane in the Port Angeles CSO [Community Services Office] is great.	The CSO [Community Services Office] should not make our employers fill out a bunch of papers in order to get childcare help.		4 year old Native American male using programs EM.
I like that they have helped and they treat us well.	They are a bit slow at times getting back or it's sometimes hard to get ahold of them on the phone.		4 year old Hispanic male using programs E .
Nothing in particular.	The Federal Way CSO [Community Services Office] is difficult to deal with. Customer service needs to be improved and they need to provide services more quickly.		7 year old Black female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
All the services. They are helping me survive.	When I leave phone messages they don't call back.		33 year old Native American male using programs EM.
The Working Connections program. They are quick to analyze problems and to give assistance.	They want me to go to treatment, but I want to go to work instead. They won't help me with childcare or car repairs until I complete treatment, but I want to get a job.		8 year old Black male using programs E.
The medical is there every month.	Some pharmacies won't take medical coupons.		60 year old White male using programs EM.
The financial support.	Hire more staff.		4 year old male using programs EM.
They are courteous.	Quit losing paperwork.	None.	71 year old Black male using programs EM.
They have tried to make things easier and simpler for the client, but it's still mind boggling.	Need a heck of a lot more communication between the CSO's [Community Services Office]'s, between the workers, and between workers and clients.		61 year old White female using programs EM.
They help us and answer our questions.	Waiting for a long time to talk to someone, it would be nice if they had more people to help.		2 year old Hispanic male using programs EM.
They give medical help for the kids.	I can't explain.		5 year old White male using programs EM.
They are pretty fast when there's a crisis situation.	Need to work harder to get people off of it.		3 year old White female using programs EM.
We liked everything. Thank you.	Everything is okay, no improvement is needed.		26 year old White male using programs EM.
Free medical assistance.	Interpreter service. You need to respond to a patient's desire to have the same interpreter.	Thank you very much for your help.	31 year old White female using programs EM.
They are good at answering my questions and then they tell me the available options.	They have been real good.		46 year old White female using programs EM.
Everything.	None.		6 year old Asian American female using programs EM.
Free medical assistance.	I'd like to report to DSHS welfare office less frequently. For example, once in half a year.	Thank you for your help.	18 year old White female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They have been very helpful by giving us the medical coupons and food stamps. Always treat us with kindness.	For the most part they have been good to us.		1 year old Hispanic female using programs EM.
Free medical assistance. That everything comes in time.	I don't know. I like everything.	Thank you for help. Thank you.	18 year old White female using programs EM.
When we needed them the most they were there.	Improve telephone service. Need to return phone calls more promptly. It's very hard to reach your worker on the phone, so you have to go into the office if you want to get answers.		2 year old Hispanic female using programs EM.
The food stamp program.	No response.		65 year old Black female using programs EM.
Helping me to pay day care expenses.	Return phone calls more timely and send us the correct paperwork on time.		5 year old male using programs EM.
That they are there.	They need to tell us about all the available social services. Also, the TANF [Temporary Assistance to Needy Families] grant for my grandchild never gets a cost of living raise, but the child support my daughter has to pay does increase.		49 year old Native American female using programs EM.
I really, really like that the Aberdeen CSO [Community Service Office] has a 1-800 customer service phone line that people use. Then when I go into the CSO the lines are short.	Return phone calls in a timely manner.		1 year old White male using programs EM.
Nothing.	They need to help only the people who really need help, and it should only be temporary help.		52 year old White female using programs E.
It's a good thing they are there.	Be more understanding. And, you should look at each case individually.		22 year old White male using programs E.
The childcare payments for her.	Nothing I saw.	Nothing.	3 year old White male using programs E .
Thank you very much for the financial help.	I don't have any.	I am trying to find a job right now, but it is hard because the economy is going down. I really appreciate your help during this time.	36 year old female using programs E.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like it all.	Can't think of anything.		21 year old White male using programs E.
The help.	Nothing I saw.	None.	4 year old Black male using programs E.
Paulette Alston in the Alderwood CSO [Community Service Office] was a wonderful help.	I was supposed to get food stamps within seven days because I was in an emergency situation. My boyfriend beat me up when the food stamps didn't come and there are other women getting beat up for the same reason.		35 year old White male using programs E.
I liked everything.	I don't know.	Thank you for your great help.	35 year old White female using programs E.
They are pretty friendly and helpful most of the time.	Determine food stamp eligibility faster. It takes too long.		26 year old White female using programs E.
It was huge help when I did not work.	I don't know.		25 year old White male using programs E.
Help in paying for day care.	Public relations...they seem impatient, rushed and overwhelmed so that any one person doesn't seem to matter very much.		3 year old White female using programs E.
At one point in time we always saw the same case manager and this was very helpful.	Some of your clients work full-time and they have to take time off work when they come to the CSO [Community Services Office]. You need to extend your office hours, or be open Saturday morning.		39 year old White female using programs E.
Helping to pay my childcare.	Can't think of anything right offhand.		13 year old White male using programs E.
The common courtesy they had.	None.		45 year old White male using programs E.
They help you when you need it. They didn't belittle me.	Can't think of anything.		23 year old White female using programs E.
I'd rather be off of it, but the food stamp program is the best part of DSHS.	Provide assistance to help pay for phone and utility bills.		38 year old Black male using programs E.
I hated being there, but most of the workers were nice.	There were a few workers who made it difficult.		66 year old White female using programs E.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They are there if you need them.	Nothing that I can think of.		5 year old Hispanic female using programs E.
Nothing. We are starving to death, we have to move, and we can't find a doctor.	You need to monitor medical services. Doctors' care needs to be monitored. They have almost killed me by prescribing the wrong medications.		39 year old Hispanic female using programs HM.
The opportunity to get my life back on track after chemical dependency.	DSHS needs for each department of DSHS to be communicating with each other on individual clients' cases. It is a fact that none of the departments know what the other one is doing in a client's case.	There needs to be more frontline staff hired in each department of DSHS. Make mental health services easier to obtain.	38 year old White female using programs EHMV.
The help.	They need more dental providers who accept the medical coupon.	None.	30 year old Black female using programs EHM.
The help.	Nothing.	None.	27 year old White male using programs EHM.
I like that the Medicaid program pays my medicare premiums.	I don't get enough money for my clothing and personal incidentals. This standard needs to be increased.	None.	57 year old White male using programs HM.
The 1-800 number.	A consolidated interview for all the assistance programs for which you are receiving assistance.	None.	24 year old White female using programs EHM.
I like the staff.	Offer free metro service to the office.	None.	37 year old White male using programs EHM.
I don't know.	Hire more staff.	None.	42 year old White female using programs DHM.
The caseworkers, Christine Njorge and Jean Austin at the Bremerton CSO [Community Service Office].	We need more funds for children's programs.	None.	10 year old male using programs H.
The help.	They need raise the standards of payments. They need to change the way they deal with adult children of disabled parents.	None.	40 year old White female using programs EHM.
My caseworker, Linda Barnhouse at the Centralia CSO [Community Service Office]; she goes above and beyond the call of duty for me.	More dental providers who accept the medical coupon.	None.	36 year old White female using programs CEHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help that mental health is giving to my son who has ADHD [Attention Deficit Hyperactive Disorder].	I don't like that DSHS cut my food assistance down from \$63.00 to \$17.00. There have been no changes in my income or resources. I have two children to feed, and I am pregnant again. Why don't you improve benefits instead of cutting them?		9 year old Hispanic male using programs HM.
The DSHS case manager has been very helpful.	DSHS needs to have a crisis referral system set up for clients who are freaking out.	It has been a very positive experience.	34 year old White female using programs HM.
I like how they treat me.	I think they need programs for couples with children who are in need.	None.	6 year old White male using programs DEHM.
The efficiency of the workers responding to our need.	DSHS needs more mental health providers who accept the medical coupons. It is so important that when a person has a mental health issue, they can get in right away which is not the case at present.	None.	43 year old White female using programs EHM.
The programs and the fact it is easy to get information about the programs. The offices are conveniently located in Spokane.	Provide later office hours for clients.	None.	27 year old White male using programs EHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help.	CSO [Community Services Office] should offer childcare and whatever else is needed for individuals who are in treatment programs. There is too much turnover in counselors at mental health. My son has had 22 different counselors and he is only 14 years of age. We need one-stop shopping for all DSHS services. CPS [Child Protective Services] came into my home and told me I had two weeks to get into methadone treatment program, otherwise I would lose my children. Methadone program has a 16-month waiting list for DSHS clients. Because of CPS [Child Protective Services] I am trying to pay \$295.00 a month for methadone treatment.	None.	41 year old White female using programs EHMS.
They were very nice to use.	No changes are needed.	None.	61 year old White male using programs H.
They were convenient.	I don't think there are any changes needed.	None.	61 year old White male using programs HM.
It is a God-send to me at this stage of my life.	More staff.	None.	70 year old White female using programs HM.
The Washington State Quest card.	I think they ought to have the Washington State Quest card benefits available on the first of each month.	None.	49 year old White female using programs EHM.
The help.	Teach the CSO [Community Services Office] not to be so snippy with the clients.	None.	38 year old White female using programs DEHMOV.
The good services.	Nothing.	None.	51 year old White male using programs EHM.
I am satisfied with everything; they help me.	I don't know.	I would like to say thank you for everything. They have been helping me. If they have any concerns, please let me know.	72 year old Asian American female using programs EHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like how professional and courteous you are.	None. Doing wonderful job.		20 year old White female using programs CEHM.
They enable kids to have medical, dental and mental health coverage.	There should be more information available about what programs are out there.		8 year old White male using programs EHM.
The mental health services have been very good.	Better communication.	None.	58 year old White female using programs AEHM.
My therapist at mental health.	I think it would be nice if they made it easier to understand by using simpler language in their written communication.	None.	44 year old White male using programs HM.
I know that (client's name) needs are being met.	Keep the same case manager throughout client's history with DSHS.	None.	21 year old White male using programs DEHM.
I like the new process for applications.	Better communications between divisions of DSHS.	None.	23 year old Native American female using programs CEHMS.
I'm not sure.	Should have better communications between workers, so I don't have to keep telling my story over and over to each new worker I get.		24 year old White female using programs H.
I like the fact that they were not judgmental and that they work well with victims of domestic violence.	A more open policy in the initial contact with domestic violence clients.	None.	29 year old female using programs EHM.
They pay for my medical.	Should have more mental health services available besides KMH [Kitsap Mental Health].	None.	43 year old White female using programs EHM.
The opportunity to develop my goals through DVR [Division of Vocational Rehabilitation].	I think DSHS needs to be more sensitive to client's views and opinions as well as more compassion for the persons disability.	None.	44 year old Black female using programs EHMV.
Their explanations are excellent.	I can't think of anything.	None.	9 year old White male using programs EHM.
My case manager, Charles Hunger.	DSHS needs more funding for educational programs for clients.	None.	31 year old White female using programs EHMS.
The help that was available when I needed it.	Try not to treat people who need help like they were idiots.	None.	23 year old White male using programs H.
The programs that help.	More communication between the workers in each division and between workers within each division.	None.	35 year old White female using programs AEHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help.	More funding for the programs.	None.	53 year old Native American male using programs EHM.
Serenia at Adoption Services was incredible.	Listen and be more respectful of the input from the foster children and the foster parents. Also, be available and supportive to their foster parents during a crisis.	Make available a mediation process between the foster parents and the caseworkers. Also pay the foster parents on time.	10 year old White male using programs CEHM.
I feel DSHS does the best they can and the case managers are compassionate people.	More staff.	None.	48 year old White female using programs EHMV.
My social worker, Lusic Cursley, at the Capital Hill office.	More dental providers who accept the medical coupon.	None.	39 year old Hispanic male using programs EHM.
Their responses to my questions are quick.	Nothing.	None.	27 year old White male using programs HMS.
The fact they do not look down their noses at me.	Talk to each other.	None.	45 year old White female using programs EHM.
The help they provide.	I'd like to see more field trip activities provided as part of mental health therapy.	None.	43 year old White male using programs EHM.
The food stamp program and the medical program.	Regulate the food stamp distribution more fairly.	None.	33 year old White male using programs EHMS.
My case manager, Fen Voung, in Yakima CSO [Community Services Office].	Need more WorkFirst staff.	None.	29 year old White female using programs EHM.
The help.	I think they could improve the mental health services by getting more providers.	None.	5 year old White male using programs DEHM.
Basically, nothing.	I feel that they need to get all the aliens off the DSHS programs so that there is more help for the American citizens.		38 year old White female using programs EHM.
I like the call center for transacting business with DSHS.	Deposit the FA [Food Assistance] and grant cash to the Quest card on the first of the month, instead of staggering the deposits.	None.	51 year old Black female using programs EHMV.
Everything.	I think everything is wonderful the way it is. Do not change anything.	None.	76 year old White male using programs HM.
The help they provide to me.	I don't know.	None.	41 year old White male using programs EHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I appreciate the medical and economics programs.	Food stamp allotment needs to be increased. There is also a need for more providers for dental and mental health who accept the medical coupon.	The medical program needs to provide for special needs.	42 year old White female using programs EHMS.
The help that is available.	Good PR [Public Relations] from people they help.	None.	48 year old White female using programs EHM.
I like that the CSO [Community Services Office] is centrally located and easy to get to.	Some of the workers at the CSO [Community Services Office] display classic signs of burnout; DSHS needs to deal with the signs of burnout.	None.	25 year old Hispanic female using programs H.
The knowledge of our contact person with DSHS. She never has to go to someone else to provide answers to us.	Having more open communication between the divisions of DSHS; so that clients would only have to provide the information once. As it is now, we have to provide duplicate information several times.	None.	10 year old White male using programs DHM.
I don't like any of it.	Need to work on communication and also keep us informed as to who the current worker is.	None.	50 year old White female using programs EHM.
That all of the employees truly have the best interest of the child as their top priority.	When DCFS [Department of Children and Family Services] places children with a private social services agency they need to really be sure that the agency has enough personnel resources and experience to deal with children suffering from extreme crises and trauma.		8 year old female using programs CHM.
They are helpful.	More medical providers who accept the coupon.	None.	10 year old White female using programs HM.
They are helpful.	Nothing.	None.	73 year old White female using programs H.
The providers.	Nothing I see needs to be changed.	None.	41 year old White male using programs HM.
Nothing.	I don't know.	None.	38 year old White female using programs HM.
The help.	Offer a school lunch program for children on assistance.	None.	46 year old White female using programs CEHS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The medical program. At times they have provided good service.	Mental health needs to be more sensitive to the client, especially when the client has just turned age of majority and then they are expected to handle all the paperwork. In these situations communication by the case manager with the client is extremely important. Be more people orientated and think about other peoples' feelings.	None.	19 year old White male using programs HM.
The help.	I don't know.	None.	53 year old Native American male using programs EHM.
Very good responses to everything.	They could let us know which doctors and dentists accept the medical coupon.	None.	63 year old White female using programs AHM.
It is okay! They answer my questions.	Cancelled appointments many times because there was no interpreter.		40 year old Asian American male using programs EHM.
The medical coverage.	I don't know.	None.	46 year old White male using programs HM.
I like the mental health program best.	I don't know.	None.	64 year old White female using programs AEHM.
It is easy.	Reopen the CSO [Community Services Office] that was on South Arthur in Spokane.	They should upgrade FA [Food Assistance] standard for SSI [Supplemental Security Income] people.	29 year old White female using programs EHM.
The security of knowing that (client's name) needs are going to be met.	Need lighter workloads for the workers and more funding for all DSHS programs. Also need more assessments on who is needy and who is greedy.	I really object to my tax dollars going for drug addicts and alcoholics when the elderly have to do without.	12 year old White male using programs HM.
I'd rather not be dealing with DSHS.	I think DSHS needs more staff. The TANF [Temporary Assistance to Needy Families] program needs more training programs.	None.	7 year old White male using programs EHM.
Over the years they have streamlined the system. It is much more efficient now.	Nothing I can think of.	None.	44 year old White female using programs EHM.
The help.	I think they need to work on communication skills.	None.	42 year old White male using programs HMV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the way the case manager is always my advocate.	More availability of mental health services.	None.	39 year old White female using programs HM.
I like the services.	The Kelso CSO [Community Services Office] has a habit of treating customers as if the money is coming out of their own pocket. I would like to see that change.	None.	11 year old White male using programs HM.
The Omak CSO [Community Services Office] is really nice. I have never met a rude worker there.	I can't think of anything.		28 year old White female using programs EHM.
The new cab service I got hooked up with.	I'd like to see DSHS do a transportation program.	None.	43 year old White male using programs EHM.
They are there when you need them.	I am happy with the system just the way it is.	None.	37 year old White female using programs EHM.
They are quick.	I like the way it is now.	None.	41 year old White male using programs EHM.
The compassion that the workers have.	Make it easier to understand what medical services are covered.		46 year old White female using programs HMS.
The friendly staff.	Less paperwork for the client and provide assistance to clients with special needs.	None.	33 year old White female using programs EHM.
They have made dealing with them very convenient.	Mental health needs to reduce the intake time. It took two months before they would see (specific name).	None.	8 year old White female using programs EHM.
They keep me informed.	I'd like to see the federal government put more money into the mental health program.	I wish my spenddown was less than it is.	56 year old White male using programs HM.
Their courteousness and helpfulness.	DSHS needs to be more careful in determining category of assistance.	None.	35 year old Black female using programs EHM.
My mental health doctor.	I am not sure.	None.	46 year old White female using programs H.
They have helped to simplify things.	More staff.	None.	7 year old White female using programs CDHM.
The dedication of DSHS's staff.	Reduce caseloads for the workers. Also need more dental providers who accept the medical coupon. Most providers will not accept the coupon.		6 year old female using programs CHM.
I like the help.	I don't see anything that needs to be changed.	None.	34 year old White female using programs EHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The caseworkers who help me get things done without too much delay.	I think they could return phone calls within 24-hours.	None.	59 year old White female using programs HM.
The help.	They do a good job already.	None.	3 year old Hispanic male using programs CDHM.
The end results.	They could be more responsive to the client and less legalistic in their dealings with the client by not using jargon.		7 year old White male using programs CHM.
They are nice.	Not waiting for service too long and having interpreter at each appointment.	None.	54 year old Asian American male using programs EHM.
The friendly counselor.	Expand hours for mental health by having a hotline for weekends and nights.	None.	70 year old female using programs H.
The childcare program.	Less waiting time for approval of benefits and return phone calls within 24-hours.	None.	21 year old White female using programs EHM.
Everything.	I don't know.	None.	45 year old White female using programs AEHM.
They are courteous and help you get back on your feet.	Extend the office hours.		50 year old White male using programs EHM.
The help.	Make mental health service more accessible. Also, DSHS needs one central person to coordinate services from all DSHS divisions.	None.	22 year old White male using programs DEHM.
That we can now do eligibility reviews over the phone.	I don't know.	None.	11 year old White female using programs HM.
Their straightforwardness.	They are doing just fine.	None.	39 year old White male using programs EHM.
I am a foreigner and very sick and I am very thankful for whatever assistance I received. I feel like they did not owe anything to me and; therefore, appreciate their help.	The amount we are getting for food stamps assistance is very inadequate and insufficient. I tried to get an explanation as to why I am getting this particular amount; but, I never got any answer from my worker. I am still grateful for any assistance.	I wish the food stamps could increase.	52 year old White male using programs AEHM.
DSHS helped me when I needed them and I'm satisfied.	Does not apply.	N/A	51 year old Black male using programs HM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help they provide.	None.	None.	9 year old White male using programs CHM.
In touch all the time.	Nothing really.	None.	75 year old Native American male using programs AHM.
They are nice.	Not waiting for services too long. Need to have interpreter at each appointment.		54 year old Asian American female using programs EHM.
I don't really like to deal with the people who work in the CSO [Community Service Office].	I would suggest social skills for the people who work for DSHS.	None.	11 year old Hispanic female using programs HM.
The medical assistance is good for me.	Provide better explanations on what medical services are covered.		35 year old White male using programs HM.
Mental health program.	Find some place that would provide 24-hour care for (client's name).	None.	46 year old male using programs DEHMY.
I really don't have to deal with them much, as my COPES [Community Options Program Entry Services] worker does it for me.	Less confusion when you call or go into the CSO [Community Services Office] as to what is or is not covered by the medical program.	None.	57 year old White female using programs AHM.
I like the fact DSHS allows walk-ins without undue waiting.	I really cannot think of anything.	None.	37 year old White male using programs H.
I don't know.	Nothing.	None.	12 year old White male using programs HM.
I can do a lot of the business over the phone now; instead of having to go into the office.	I don't know.	None.	1 year old Hispanic male using programs M.
The people in the office are very nice and helpful.	It would be nice if they provided a booklet that talks about what Medicaid covers. Streamline the review form when it is obvious there are no changes. This would be very helpful in the case of non-responsible relatives.	I have not used the medical coupons in past two years because my insurance has covered everything; but, I am glad to have the medical coupons.	5 year old White female using programs EM.
The CSO [Community Service Office] was always willing to intervene if necessary.	More staff.	None.	24 year old White female using programs M.
Everything.	Nothing I can think of.	None.	2 year old female using programs M.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help through the WorkFirst program.	Weed through their caseworkers to see who is doing their job and who isn't doing the job. They could also be a little nicer. (Specific name) does not return client phone calls.	None.	39 year old White female using programs EM.
That it was a really easy program to get into.	I don't know.	None.	40 year old White female using programs M.
It is a needed service that is readily available when needed.	Simplify the process to get onto the medical program and define the terms of what is meant by being on the medical program.	None.	19 year old White male using programs M.
Likes the medical program.	I want information on dental and vision services.		12 year old White female using programs M.
Very helpful for us.	Don't have any.	None.	57 year old Asian American female using programs EM.
They treat me well. They listen to the needs of my family and have helped us to get the types of assistance we needed.	No, they are very good at helping.	None.	1 year old Hispanic female using programs M.
That Native Americans can go to different medical providers.	You need to hire more people in the Port Angeles office in order to provide the needed services. In this office you have to be there by 6:45 AM and then they only take the first six people.		14 year old Native American male using programs HM.
Nothing.	Can't think of anything.		13 year old Native American male using programs M.
The full medical coverage.	I don't know.	None.	3 year old Hispanic male using programs M.
They are helping me.	A comprehensive resource list of phone numbers for all the different services that DSHS offers.	None.	4 year old White male using programs M.
It is there when I need it.	Need more providers who accept the medical coupon.	None.	6 year old Native American female using programs M.
They are handy when I need help as soon as possible.	None at this time. You are doing a fantastic job.		14 year old White female using programs M.
There are lots of services they provide.	Improve the supervision of the child's school programs and education.		17 year old White male using programs CM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help.	I think everything is good as it is.	None.	1 year old White female using programs EM.
That they are there to help you.	Hire more people to return phone calls promptly.		23 year old White female using programs EM.
Everything has come on time.	Talk to a person; instead of getting a recorder.	None.	89 year old White female using programs EM.
The actual assistance they give the family.	We have not had any problems with DSHS; the program works well the way it is.	None.	32 year old Black male using programs EMS.
Very few problems to have to deal with.	Workers could communicate better and quicker among themselves.	Provide broader coverage and more dental providers.	2 year old Hispanic male using programs M.
Very helpful with our needs.	None.	None.	44 year old Asian American female using programs EM.
It is user friendly.	Cut down the number of cases per caseworker.	None.	3 year old Asian American male using programs M.
The Food Assistance program.	Hire more staff.	None.	36 year old White male using programs M.
It is a big help to my family.	Talk to the medical providers about not giving the impression that they look down on people with medical coupons. I would also like to see more dental providers that accept the medical coupon. Dental coverage needs to be expanded under Medicaid.	None.	10 year old White male using programs M.
I like everything: care, respect, and quality of services.	I don't like the interpreter services now. Could you reinstate the previous system?	Thank you very much.	7 year old White male using programs M.
The medical program.	Add dental providers who accept the coupon; especially when it come to specialists.	None.	13 year old White female using programs CM.
The medical coverage.	They do okay, no changes are necessary.	None.	0 year old White female using programs M.
The help.	DSHS needs more than group mental health services available in the Everett area.	None.	31 year old White female using programs EHM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The services provided are good.	Better communication between the departments; so that, the same information is not being continuously requested. DSHS desperately needs to return to having one worker handling all the DSHS services to the client.	None.	7 year old Black female using programs EM.
The voice mail service available at the CSO [Community Service Office]. They are very good about returning phone calls.	Provide a providers list that is up-to-date and actively canvas providers to keep the list up-to-date; otherwise, think about providing medical clinics run by the State for care.	None.	11 year old White male using programs M.
The medical program is all about providing medical service, which is a good thing.	Need to address the lack of providers for dental care.	None.	18 year old Asian American female using programs M.
They really help a lot.	I don't think any changes are necessary.	None.	12 year old Hispanic male using programs EM.
They are very helpful; especially when I have a medical emergency.	If they could include a list that includes the names of all doctors that accept coupons.	No comment.	18 year old White female using programs M.
I like that they are pretty straightforward. They were pretty helpful and made the experience pretty comfortable for me.	Make all the options of services known to the clients as they apply.	None.	20 year old White female using programs EM.
The help.	Waiting time on call center needs to be shortened to no more than ten minutes.	None.	1 year old female using programs EM.
The help.	I don't know.	None.	15 year old White male using programs M.
Everything is okay.	Nothing.	None.	74 year old White female using programs M.
Nothing.	Treat the clients with more respect. DSHS should screen the individual case managers to determine if they have the persona to work with clients with courtesy.	None.	13 year old White male using programs M.
They keep things simple.	Extended office hours for working clients.	None.	22 year old White female using programs M.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They help me with medical.	They could improve on returning phone calls within 24-hours.	None.	56 year old Hispanic male using programs AMS.
I don't know.	DVR [Division of Vocational Rehabilitation] really needs to return phone calls promptly. They need to be upfront about their funding and what's really available and how long it is really going to be.	I am really concerned that the disabled need more advocates. I believe the agency needs to do more in the way it's disseminating information on services and resources available to the public. As it is, it is left to us to do the searching.	22 year old male using programs DEMV.
I like best that they are cooperative and helpful.	I would think being a little clearer on explanations of different types of medical coverage and which one requires a co-pay and participation in cost.	None.	16 year old White female using programs M.
Helping our aging medical needs.	None.	None.	70 year old Asian American female using programs M.
I don't really like dealing with DSHS.	Listen more actively to the clients.	None.	8 year old Black male using programs EM.
Nothing.	Get Kaiser Medical back as a provider.	None.	2 year old White female using programs M.
It works okay, but I am very thankful for the assistance.	Don't have any idea.	None.	65 year old Asian American male using programs EM.
Only have to do it every six months.	I don't know.	None.	9 year old White male using programs EM.
Once I get through to a worker they seem to be able and willing to help.	Improve response times and offer information on resources that are available in the community that are in addition to DSHS.	None.	29 year old White male using programs EM.
They treat me well.	All is well with the services, I just haven't received a new medical card for this month.	None.	5 year old Hispanic female using programs M.
The fact I have had good access to medical services for my children.	Need more providers who accept the medical coupon for dental and oral surgery.	We are truly appreciative of the medical program and service received.	10 year old Hispanic female using programs M.
They are always helpful and treat us very well.	Nothing, we are very happy with the services and the way they treat us.		2 year old Hispanic female using programs M.
I don't like anything about DSHS and would rather be off it.	I don't know.	None.	19 year old White female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They help with getting services needed, they answer questions, they treat me well.	My daughter is no longer receiving the medical coupon and I would like to have her reinstated because she needs dental.	None.	15 year old Hispanic female using programs M.
I liked the application worker.	They need to be more customer friendly in their demeanor.	None.	5 year old White male using programs M.
I wish I did not have to deal with DSHS.	I'd like to see full dental for adults.	None.	7 year old male using programs M.
I like that all the medical and prescription costs are covered by Medicaid.	Nothing I can think of.	None.	6 year old White female using programs M.
They respond quickly to my phone calls.		None.	53 year old White female using programs M.
I like the fact that they try to help people who need help.	More staff.	None.	26 year old White male using programs EM.
The courtesy they showed.	They need to find more medical providers who accept medical coupons.	Nothing I can think of.	7 year old White female using programs HM.
Nothing.	Act like my time is as important as their time. Also, when I applied for childcare I had just started my own business and I was denied because they said I didn't make minimum wage so I must not be working hard enough.	None.	7 year old White male using programs EM.
The medical coupon is wonderful to have, I have never had any problems getting service.	Nothing. I am very happy with the service we have received.	None.	13 year old Hispanic female using programs M.
They have been forthcoming with information.	Crack down on people abusing the system.	None.	18 year old White female using programs M.
The friendly and courteous staff.	Do everything on-line through the Internet.	None.	12 year old White female using programs M.
Nothing.	What is the mandate for children's services? Is it to protect children or to preserve families? The policy needs to be clarified.		3 year old White female using programs CM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Not much.	The Community Plan of Washington, Healthy Options in my particular situation took much too long to make disposition on Peg-intron. When medication is not on their list there seems to be a needless run around before they tell you they are not covering a particular medication.	None.	12 year old White male using programs HM.
We like everything.	I don't know.	Thank you.	15 year old White female using programs EM.
The helpful people.	Nothing I can think of.	None.	39 year old White female using programs M.
They are very good and helpful.	No longer have the coupons, but would like to get them back.	None.	11 year old Hispanic male using programs M.
They are very helpful.	No, they do a good job of helping.	None.	10 year old Hispanic female using programs M.
I like the resource aspect of providing information and services.	Handicapped clients and their parents need a liaison at the beginning stages of contact with DSHS to cover all services that are available and at which departments.	None.	21 year old White female using programs DEMV.
The fact that I have been able to keep the same doctor for (specific name) for the longest time.	Not sure.	None.	7 year old White female using programs M.
Nothing.	Need not be so stringent on name brand medicines; should be based on individual need.	None.	13 year old Native American male using programs M.
I like the fact that there was a liason available to help apply for SSI [Supplemental Security Income].	I think they need to identify the client's needs on an individual basis; instead of lumping everyone together.	None.	28 year old White male using programs DEM.
Medical program.	They have done okay by me.	None.	67 year old White male using programs EM.
They are there when we need them.	Be open to the public more hours than the normal 8:00 to 5:00.	None.	2 year old White male using programs M.
I don't know. My caseworker doesn't understand me.	I need to change caseworkers, but they won't let me.		36 year old Black female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I don't like dealing with DSHS.	I'd like to see the CSO [Community Services Office] provide one worker for cash assistance, food stamps, and WorkFirst program, instead of three separate workers.	None.	29 year old White female using programs EHMS.
The help.	They need to bring the childcare program back to local office control because the waiting time with phone calls to the call center is much too long and it removes the personal touch from the program.	None.	26 year old White female using programs EM.
The help.	Provide services in a non-judgmental way. So many of the case managers act like the money or service is coming out of their pocket.	I feel the programs often make clients dependent upon the system.	11 year old Hispanic male using programs HM.
They are very nice to me all the time.	I don't know.	None.	94 year old White female using programs M.
For me it is the very kind people.	Need more providers who accept the medical coupon.	None.	49 year old Hispanic female using programs HM.
Pretty much they make it easy to get services.	More staff.	None.	1 year old White female using programs M.
The help they provide.	Return calls within the stated 24-hour period.	None.	35 year old White female using programs EM.
Their understanding and their explanation of options without being judgmental.	Let the client go to the office closest to them. For example, I moved to a place that was just three blocks outside of the geographic area where my case was held. Because of the move, I had to go to an office that was several miles away. It would have been more convenient to continue to go to the prior office.	None.	3 year old White male using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I liked the fact that when I had a medical emergency or needed pregnancy medical, they were there for me.	I think that when a person goes to the Community Service Office, they are in need and should be treated as such by the workers. Workers need to refrain from their own biases as they come across with this attitude that the money is their own; this is not conducive for good self-image for the client. The purpose of the program should be to help. I want to make it clear that this is not all staff working at the Community Service Office.	Stop the repeating of classes in WorkFirst. Once you've been through the class, it is not helpful to have to repeat it.	30 year old Hispanic female using programs EM.
The help.	More staff.	None.	16 year old White female using programs M.
The help.	I don't know.	None.	13 year old White male using programs M.
The help from the medical program.	I would like to see the dental program include coverage for braces.	None.	31 year old Hispanic female using programs EM.
They are helpful when you ask questions.	More staff.	None.	63 year old White female using programs ADM.
I like that we are able to get medical coverage through the State.	I don't know.	None.	1 year old White male using programs M.
That it's helpful.	Improve the dental coverage.		3 year old White male using programs M.
They are very kind and helpful.	Everything is good. Always able to get appointments when needed.	None.	10 year old Hispanic female using programs M.
I like my mental health workers the best.	You need more staff at the CSO's [Community Services Office] to provide better services and so the waiting time isn't so long.		50 year old White female using programs HM.
I was able to go to school.	Allow single parent households to attend two or four year colleges and provide services.	None.	41 year old White female using programs EM.
That it is easy to deal with.	I don't know.	None.	21 year old White female using programs EM.
Medical program.	Nothing I can think of.	None.	57 year old Hispanic male using programs HM.
They are more than willing to help people who are in need.	More staffing.	None.	23 year old White female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like that I can mail in things, instead of dragging my four children down there.	I think they need more dental providers who accept the coupons.	None.	8 year old White female using programs M.
I am satisfied with everything.	Thank you very much; I don't think you need improvement.	Thank you for free services.	5 year old White male using programs M.
Free medical services.	I would like to have more choice with medical providers.	Thank you.	19 year old White female using programs EM.
My worker Teri Richards is like she has been touched by an angel. She is a role model. Also, I'd like to say that while the world has been changing, so has DSHS been progressive in a very positive way.	Get all the workers together and take them on a training retreat to get them all on the same page.	None.	45 year old Black female using programs EM.
I like the phone interview process.	Not really sure.	None.	51 year old White female using programs AEM.
Everything has been good. They are always helpful and explain things clearly. I very much appreciate receiving the medical.	I am happy with the way they have helped me.		69 year old Hispanic male using programs M.
They provide good service.	Everything is okay.	No.	69 year old Hispanic female using programs M.
They are helpful, even if we have to wait a long time to get help.	I get a new case manager every three or four months and I have to keep explaining my situation over and over to each new one. Also, I get a lot of forms in the mail that are wrong for my situation.		29 year old White female using programs M.
The medical help.	More providers who accept the medical coupon.	None.	16 year old White male using programs M.
They've helped me when I've asked; but, I haven't gotten the coupon for two months.	They've helped (specific name) with medical coupons until recently; so, I have been happy with that.	None.	7 year old Hispanic male using programs M.
I don't enjoy going into the office.	More family orientated programs and a cost of living increase in the TANF [Temporary Assistance to Needy Families] program.	None.	45 year old White male using programs EM.
Honestly, not much.	They need to offer transportation to and from their mandatory classes, like WorkFirst classes.		11 year old White female using programs EM.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They have helped my family.	Can't think of anything.	None.	6 year old Hispanic female using programs M.
I don't like it.	I don't know.	None.	70 year old White male using programs M.
The program is very good.	They need to take all phone calls seriously and return the call within 24-hours.	None.	1 year old Black male using programs M.
That the help is there.	Cut down on the paperwork and duplication.	None.	56 year old White female using programs EM.
That the medical coupon automatically comes in the mail.	We have private medical insurance that we carry the kids on. DSHS reimburses monthly for the premium for the kids; however, they need a form for this purpose requesting the specific information they need.	None.	2 year old White female using programs M.
Free medical assistance.	I like everything.	Thank you very, very much!	11 year old White female using programs EM.
Everything.	Nothing, they have been very good to my children.		7 year old Hispanic male using programs M.
When we go to the doctor, they don't ask too many questions when we show them the medical coupon.	Add more medical providers who accept the coupon.	None.	7 year old Asian American male using programs M.
They have always been there for us.	Do more phone interviews for the Food Assistance Program.	None.	7 year old Hispanic female using programs EM.
The help is good.	Need more medical providers who accept the medical coupon.	None.	26 year old Black female using programs M.
The help.	Nothing.	None.	6 year old White female using programs M.
They answer my questions, they are kind to us, they help us.	Nothing, all is good for now.		3 year old Hispanic female using programs M.
The speed in which they deal with us.	Nothing.	I appreciate the services.	14 year old White male using programs M.
I really like that I don't have to deal with them that much.	Nothing.	None.	65 year old White female using programs EM.
That it is free for people who do not have a lot of money.	Better communication with pharmacies, so that it is not so frustrating to them to accept medical coupons.	None.	4 year old White male using programs M.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They help me with medical expenses.	I don't know.		39 year old White female using programs M.
I really don't like dealing with DSHS if I don't have to.	I have never thought about it.	None.	20 year old White female using programs M.
I appreciate that they treat me well and that they've helped me.	Up to now, they have been very good to help me.	None.	40 year old Hispanic female using programs M.
I don't really deal with them that much as they just send me the coupon for (specific name) in the mail and I am thankful that they help by sending the coupon for medical services.	Nothing, they have been helpful.		1 year old Hispanic male using programs M.
I liked the help.	Nothing I can think of.	None.	1 year old White male using programs M.
I like that I don't have to deal with it every month. The paperwork has been reduced considerably.	Clearer identification of the available information systems for clients.	None.	1 year old White female using programs M.
They are nice and courteous.	Don't fix what isn't broken.	None.	1 year old White female using programs M.
It helps me out because I have really low income and it pays for my baby's checkups.	I can't think of anything.		20 year old White female using programs M.
A very friendly service which is very helpful.	Better correspondence as to whom the current case manager is.	None.	22 year old Hispanic female using programs M.
The help that is available.	Clearer as to whom to call for what; some sort of directory.	None.	15 year old White male using programs M.
Help, easy to get services.	I don't have one.	They've done a good job. There is nothing to complain.	8 year old Asian American male using programs M.
Interpreter always available.	Waiting time is a little too long.		10 year old Native American female using programs M.
They paid for the birth of my baby.	Change the medical income standard to reasonable level.		31 year old White female using programs M.
I am treated by the medical providers in the same manner as they treat those patients with medical insurance.	Nothing.	None.	8 year old White female using programs M.
The quick responses from the workers.	More medical providers who accept the medical coupon.	None.	13 year old Native American female using programs M.
The ease of having medical coupons. I really appreciate the help.	Nothing, I see.	None.	18 year old White female using programs M.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The medical program.	I don't know.	None.	18 year old White female using programs M.
I'm pregnant and they've given me a medical coupon so I can get services as well as my children. This has been very helpful and I really appreciate it.	No, I can't think of anything.		8 year old Hispanic female using programs M.
The help that is available.	Have a more expedient method for contacting and seeing the assigned caseworker.		19 year old White female using programs M.
The medical program.	Nothing.	None.	11 year old Black male using programs M.
You come across some nice people every once and a while.	Hire more understanding staff.	None.	11 year old Black male using programs M.
They always treat me with courtesy and answer my questions.	I think that they are doing a very good job.		37 year old Hispanic female using programs M.
Their availability.	Screen the application before talking to the client.	None.	14 year old White female using programs M.
The help.	They could be more patient and less rude.	None.	1 year old Hispanic female using programs M.
The coverage and the convenience of the program.	I think that when a person has to have physical therapy there should not be a limit set on the number of visits. This should be left to the doctor.	None.	38 year old White female using programs M.
It allowed me to provide dental care to my children while I was partially employed.	Second reminder notice when you fail to meet a deadline for returning requested information.	None.	17 year old White male using programs M.
I am able to take my son to a doctor that is very good and kind to our family.	I feel that all is good.		2 year old Hispanic male using programs M.
That there is medical coverage.	Having choices in medical practioners would improve services. Also providing specialist care when the primary care provider doesn't.	None.	4 year old Asian American male using programs M.
Availability of the program.	Nothing.	None.	3 year old White female using programs M.
I like how they made it easy to apply for medical assistance.	Nothing.	None.	21 year old Hispanic female using programs M.
I don't have to go to a bunch of providers.	Nothing.	None.	28 year old Asian American female using programs M.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The medical coverage.	Extend WorkFirst services to the people who ask for the service; don't base eligibility for the service on an income level.	None.	4 year old White female using programs M.
They are so easy to talk to.	Nothing.	None.	2 year old female using programs M.
I don't like dealing with them.	Need more providers, both medical and dental that accept the medical coupon.	None.	16 year old Hispanic female using programs M.
I like the medical coverage.	I believe the food stamp program needs to be monitored more closely as to use.	None.	34 year old Hispanic female using programs M.
The staff are highly trained and very helpful.	Nothing.	None.	12 year old White female using programs M.
They have been helpful by providing us with the ability to receive medical services.	Can't think of anything, they've been very helpful.		3 year old Hispanic male using programs M.
The medical help is what I like best.	More dental providers who accept the medical coupon.	None.	23 year old White female using programs M.
They have helped her a lot by giving her the coupon for medical services and medicine.	They've been wonderful and have helped (specific name)	None.	3 year old Hispanic female using programs M.
The help.	More staff.	None.	12 year old Asian American male using programs M.
Not much.	Train employees better.	None.	19 year old White male using programs M.
I get the help I need for my family.	Faster appointment times and quicker notifications of the appointments.	None.	14 year old White male using programs M.
The ability to have immediate responses on emergencies.	Cover medical treatment that is received out-of-state because of an emergency.	None.	14 year old White female using programs M.
Don't know.	Don't know.	None.	9 year old Hispanic female using programs M.
How quick they were.	Extend the length of coverage period between re-evaluations.	None.	23 year old White female using programs M.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They help us get services.	They need more people to answer the phones. Many times they don't get to you or you are on hold for a long time waiting. I think this would be very helpful for everyone.		4 year old Hispanic male using programs M.
That I rarely have to deal with them. They have people who can speak Spanish and they are able to explain things to me. They have been very helpful.	The medical program could cover orthodontic care.	None.	2 year old White female using programs M.
The convenience of getting the medical coupon through the mail.	Sometimes there are many people waiting and there seems to be a need for more employees.		7 year old Hispanic male using programs M.
I can do all my business with DSHS anytime of the day by phone for the medical program. This is very convenient.	Not having to call so many phone numbers to talk to someone.	None.	9 year old White male using programs M.
Treat us well.	Sometimes the waiting time to speak to a worker by phone is a little long. This could be shortened somewhat.	None.	3 year old Asian American male using programs M.
That we have insurance through the medical coupons. We couldn't afford medical insurance if we had to pay for it ourselves.	Nothing I can think of, they're doing good things.		9 year old Hispanic female using programs M.
They listen to what our needs are and help us get the services we need.	You should cover more kinds of prescription medications and cover chiropractors. I can't get medications for my allergies.		1 year old White male using programs M.
I like the fact DSHS provides full medical coverage for my children.	For me they are doing just fine.		2 year old Hispanic male using programs M.
That I was able to go to the doctor and get medications, and it didn't cost my mom a lot of money.	I wish DSHS provided full medical coverage for the family not just the children.		13 year old Asian American male using programs M.
They treat me well and they have helped me.	Would be nice if medical covered us until age 21.		19 year old White female using programs M.
I don't know.	All is fine. It would be nice if they had person in the office who we could speak to in Spanish. We have to go to Yakima which is about 40 miles away from us.		77 year old Hispanic female using programs M.
			18 year old Black female using programs M.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They have always been helpful and treat us with courtesy.	All is well, I'm happy with their services.		17 year old Hispanic male using programs M.
I don't know.	I have no complaints.		2 year old Hispanic female using programs M.
The medical program, and the help to pay my childcare.	Make medical more available to working adults.		16 year old Black male using programs M.
The Lynnwood CSO [Community Service Office] usually returns phone calls within two hours.	There should be more options for homeless people.		28 year old White female using programs M.
I don't know.	Improve communications between workers and clients.		19 year old White female using programs M.
I'm not aware of anything.	The eligibility process is unfair. Having some money made me ineligible, but it's not enough money to live on.		1 year old Hispanic male using programs M.
That medical insurance is paid for.	We need more doctors and dentists who take coupons.		35 year old White female using programs M.
When I need medical care for my children I don't have any problem with it.	Medical coupons need to cover more supplies.		11 year old Black male using programs M.
They help us by giving us the coupons.	Yes, I would like them to change the services available with the coupon to what it was before. It no longer covers the same things as it did.		16 year old Hispanic female using programs M.
The simplicity of it all. It's been pretty easy to get the help we need.	Can't think of anything.		13 year old White male using programs M.
Liked that we could get medical coverage even if we weren't on welfare.	Routine eye and dental care should be covered. These are definitely included in health issues and are important.		8 year old White male using programs M.
It's okay now.	Need better coverage for prescription medications.		9 year old Hispanic female using programs M.
Your medical is as good as Blue Shield.	They should give us a benefits handbook on what medical services are covered.		11 year old White male using programs M.
The fact they helped me with medical expenses for free.	More staff.	None.	24 year old White female using programs MS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The appointment system.	Drug and alcohol services have too much red tape to go through before you get help.	None.	45 year old Native American female using programs EMS.
The help.	Okay the way they are.	None.	41 year old White female using programs EHMS.
I like when my caseworker calls me.	Smaller caseloads or more staff.	None.	31 year old White female using programs CMS.
The Quest cards.	Aiding people who are applying for Social Security benefits. Remove the exclusion of felons from the food stamp program.	None.	44 year old White female using programs HMS.
The help they gave me.	I don't know.	None.	26 year old White male using programs EHMS.
I like that they are there for people who need help.	I think the WorkFirst program needs to be more flexible with single parents. The medical program needs more eye care and dental care providers. Less paperwork requirements upon the client would be better. Also need personalized service, instead of moving the client from worker to worker.	None.	35 year old White female using programs EHMS.
My caseworker Lisa Cole is pretty cool.	Nothing I can think of.	None.	47 year old Native American female using programs CHMS.
It is a good program to help all different people.	They are smart enough to figure out their own improvements.		26 year old White male using programs EHMS.
They help me when I need help.	Provide GAU [General Assistance - Unemployable] assistance to the people who really need it.	None.	23 year old White male using programs EHMS.
I don't like anything about it.	I think there should be a limit on the amount of time that people can receive medical assistance.	None.	48 year old White female using programs S.
I like the medical coverage.	Extend medical coverage to all people; not just children.	None.	18 year old male using programs MS.
The help.	Nothing we can think of.	None.	25 year old Hispanic male using programs S.
They were there when we needed them.	I don't think anything needs to be changed.	None.	18 year old White male using programs HMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the idea of the opportunity to go to drug rehab [Rehabilitation].	Need to return phone calls within 24-hours.	None.	27 year old White male using programs HMS.
No one likes to deal with DSHS; however, it is nice they are there when there is a need.	More staff and funding.	None.	55 year old White female using programs MS.
The help.	Increase the food stamp allotment and allow actual tax withholdings from earnings, actual mileage expenses, and actual employee expenses.	None.	42 year old White female using programs EHMS.
They have been pretty willing to work with me.	When people leave the TANF [Temporary Assistance to Needy Families] program for a job, the food stamp program assistance should continue for say 2 months, based on your circumstances while you were getting TANF.	Food stamp assistance should come at the same time as the grant money.	39 year old White female using programs EHMS.
The help.	I am not sure.	None.	38 year old White male using programs S.
I am glad they are there and willing to help.	Address the need for additional providers that accept the medical coupon. When you say you are covered by medical coupons, providers do not want to see you.	None.	35 year old Black male using programs CEMS.
The help.	Increase the income standards so that more people would be eligible in the food stamp program.	None.	25 year old White male using programs MS.
Knowledgeable staff.	I cannot think of anything.	None.	44 year old White female using programs S.
They have helped me to make better decisions.	I don't think I would change anything.	None.	48 year old White male using programs MS.
As a single parent the medical program relieves the financial burden upon me.	Nothing I can think of.	None.	19 year old White male using programs MS.
I don't know.	Being more specific in communicating what is being requested.	None.	45 year old White female using programs EHMS.
Knowing that things are taken care of.	Hire more staff.	None.	20 year old White female using programs S.
Their availability.	Simplification of the whole process; including paperwork.	None.	37 year old White male using programs MS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
My caseworkers, Arthur and Lietta Rigger, in the CSO [Community Service Office].	CPS [Child Protective Services] loads you down with so many different expectations and things required to do that you are left with no time to maintain a home or keep a job, much less, keeping the family together. They need to offer support throughout the whole process, instead of, just the first thirty days.	Nothing.	27 year old White female using programs CEHMS.
The staff were very helpful.	More dental providers who accept the medical coupon.	None.	19 year old White female using programs MS.
The help.	I really don't know.	None.	36 year old White female using programs MS.
I really do not like dealing with them; but, they were there for me when we needed help.	I really don't know.	None.	35 year old Black male using programs EMS.
The treatment after the initial processing.	I couldn't say.	None.	24 year old White male using programs S.
I don't know.	I don't know.	None.	44 year old Native American using programs EHMS.
The services that are there when you need them.	Give help to those who really need the help and not to those who are using the system.	None.	39 year old White male using programs S.
Their understanding.	More staff.	None.	26 year old White male using programs S.
Personal support and encouragement from the workers.	The five year limit on the TANF [Temporary Assistance to Needy Families] program should be removed.	None.	36 year old White female using programs EHMSV.
I wouldn't be able to get services without their help.	The caseworker rotation is too often. I would like to have a caseworker for more than three months at a time who knows my case history. I think it is imperative that DSHS put out a pamphlet of all medical services available and which ones are paid for. DSHS also needs to cut down on the number of eligibility reviews.	None.	34 year old male using programs MS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
My caseworker and his open mind.	Being indecisive when you call as to whether you should speak to your caseworker or someone in the call center. I don't think the call center has helped matters at all.	None.	38 year old White female using programs EMS.
I like the idea that they offer services as well as financial help.	They really need to work on returning phone calls within 24-hours; sometimes it is a week or two before you hear anything.	None.	38 year old White female using programs EMSV.
They help my kids.		None.	37 year old Asian American male using programs CS.
Their promptness in dealing with applications considering how overworked they are.	More staff.	None.	45 year old White male using programs EMS.
Nothing.	Don't know.	None.	41 year old White female using programs HMS.
The help and Section 8.	Have someone speak to me in my own language; I don't know English.		72 year old Asian American male using programs AEHMS.
I like that I could make choices together with the staff when I was in treatment.	The time factor needs to be speeded up. I had to wait way too long, for two months to get into treatment.	When I called the 1-800 number on the back of my medical coupon I was not able to reach anyone. I was on hold for 20 minutes before I hung up.	55 year old Black male using programs MS.
The help.	Not sure.	None.	21 year old Hispanic male using programs EMS.
Safety net when you need it.	Need better coordination between the different departments.	DVR [Division of Vocational Rehabilitation], when they send you to school needs to make sure you are computer literate.	48 year old White male using programs EMSV.
I don't know.	They need to improve the coverage of the medical program to cover the needy in the household when one or the other spouse is on SSI [Supplemental Security Income].	They need to increase the food stamp allotments substantially for all households who are eligible.	47 year old White male using programs MS.
Not dealing with them at all.	Need more staff and need more medical providers who accept the medical coupon.	None.	33 year old White male using programs EMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
In hardship times they do help, although it takes a while.	Drug and alcohol agency should be able to get people who are in dire need into treatment center before they try to commit suicide.		33 year old Black female using programs EMS.
The ADATSA [Alcoholism and Drug Addiction Treatment and Support Act] program, they really helped me.	Nothing I can think of at the present time.		45 year old White male using programs MS.
After getting through the ADATSA [Alcoholism and Drug Addiction Treatment and Support Act] hoops, the service is good.	For someone who is using drugs, a 15-day or longer wait for an appointment is too long. The temptation is much too great for them to wait that long.	None.	33 year old Black male using programs ES.
The Washcap [Washington State Combined Application Program].	Need more dental providers and more dental options. Mental health service is lacking; I have to use an intern or Group Health. I cannot get a counselor except for 4 to 6 sessions in a year.	I am concerned about the cuts in services, as most people who need services have physical or emotional problems and need the services at a higher level, not cut.	43 year old White female using programs EHMS.
Most of the staff treat me with respect and complete the work in a timely manner.	Require more education for the caseworkers.	None.	51 year old White male using programs EMS.
The help and support.	Workers need to return phone calls within 24-hours.	None.	22 year old White female using programs CEHMS.
The help.	More services for single fathers.	None.	37 year old White male using programs S.
Very positive experience.	I don't know.	None.	18 year old White male using programs S.
The services.	The workers at times could show more courtesy and the workers should return phone calls within 24-hours. Sometimes it is two to three days before they call back.	None.	35 year old White female using programs MS.
I really don't know.	Put on more staff.	None.	30 year old White male using programs S.
They are prompt in delivery of the services.	More staff.	None.	44 year old White male using programs EHMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the way they maintain their records.	I think they need to offer more comprehensive services to the mentally impaired and provide safe house type shelters to the mentally impaired. The mentally impaired are often confused when they arrive at DSHS offices and need more discernment by the caseworkers.	None.	26 year old Hispanic male using programs EHMS.
Sliding scale for paying for services.	I really don't know.	None.	40 year old White male using programs S.
The customer service phone line.	I don't know.	None.	49 year old White male using programs EHMS.
They helped me with my needs.	Need more staff.	None.	30 year old White male using programs MS.
I like that now they get you in and out of the office quickly.	They could be more consistent in providing the same counselor in drug counseling sessions and also in mental health one-on-one counseling sessions.	None.	45 year old Black female using programs EHMS.
I don't know.	Be more prompt in all aspects of the service.	None.	50 year old White male using programs S.
Knowing they are there to help people get back on their feet.	Provide more dental providers who are willing to accept the medical coupon.	None.	30 year old White male using programs MSV.
Only having to physically go to the office once every six months.	Quicker appointment times at the CSO [Community Services Office].	None.	41 year old White female using programs HMS.
Medical help.	Replace the employees at CPS [Child Protective Services].	None.	32 year old White female using programs CEHMS.
I am not drinking any more.	They do a good job, no changes are needed.	None.	41 year old White male using programs S.
The help.	The drug and alcohol program needs to realize what they are dealing with and assess each individual case as to emergent need. People who are using are not responsible enough to keep appointments scheduled a month away. A person may really want the service; but, because of the delay in accessing service, the client is put at risk.	None.	39 year old White female using programs EHMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The help they gave me.	Nothing I can think of.	None.	40 year old White female using programs S.
I really like the organizational improvements made in the CSO's [Community Service Office].	The medical program needs some sort of pamphlet that explains coverages.	None.	38 year old White male using programs HMS.
I like the new phone service for reporting changes, asking general questions, and scheduling appointments.	Alcohol outreach program should consider the bus schedule when scheduling their meetings for clients, as most of us have lost our driver's license.	None.	38 year old White male using programs EHS.
They work hard at being flexible.	They need better interaction between the different departments and the different providers. Catholic family drug and alcohol program needs to separate the drug users from the alcohol users and be more serious about treatment and care.	None.	37 year old White male using programs EMS.
I'd like it best if I did not have to turn to DSHS.	More of a personal touch; instead of the impersonal phone answering service they now use.	None.	18 year old White female using programs EHMS.
I don't know.	I don't know right offhand.	None.	42 year old Native American male using programs MS.
Their help.	No idea, because they do pretty good now.	None.	22 year old White male using programs S.
Finally got someone who can speak my name.	I have no idea.	None.	42 year old White female using programs EMS.
I like that they allow me to do my business with them over the phone.	I think they could be more helpful in helping the working poor and legal immigrants.	None.	53 year old White female using programs EHMS.
The help for the whole family.	Don't know.		32 year old Hispanic male using programs S.
The help.	Better prescreening of the needs of the clientele before the appointment. This would expedite the process.	None.	53 year old Hispanic male using programs MS.
Nice respect; they treat us nice and give us good information.	They are good as they are.	Wife just gave birth (medical coupon). Services are good!	30 year old Hispanic male using programs MS.
I like my counselor.	Nothing really needs to change.	NOTHING.	24 year old White female using programs S.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I appreciate the help.	More staff.	None.	32 year old White female using programs MS.
The help.	More staff.	None.	21 year old White male using programs S.
The Fair Hearing process.	They need to provide English-speaking workers for native English-speaking clients. I find it extremely difficult to understand my worker.	None.	50 year old Native American female using programs EMS.
I am not sure.	More user friendly information about what DSHS does.	None.	31 year old Native American male using programs S.
The help.	I don't know.	None.	45 year old White female using programs S.
They are fast and efficient at the food stamp office.	They could provide more opportunities for older clients to go to school.	None.	42 year old White female using programs EMS.
I don't like anything about having to deal with DSHS; however, I greatly appreciate the services.	More staff to see people at appointments.	None.	25 year old Asian American female using programs MS.
Nothing.	Improve customer services, and make it easier to get help.		21 year old White female using programs EMS.
The help that is offered.	More individualized WorkFirst plans and more flexibility in requirements.	None.	24 year old Native American female using programs EMS.
Just that help is available when you need it.	I feel strongly that orthodontic braces for children should be covered by the medical coupons.		40 year old White female using programs EHMS.
The attention they pay - good service.	To have a payment plan.	All is well except the prices, they are very high.	25 year old Hispanic male using programs S.
I like the Quest card for benefits.	Expand medical benefits.	None.	34 year old White male using programs EMS.
The prompt service from DSHS.	Hire more staff.	None.	40 year old Native American male using programs EMS.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The postage paid envelopes they provide for corresponding with them.	DSHS needs to provide more dual diagnosis and treatment facilities. They need more adolescent chemical dependency units. Ideally the treatment programs need to be extended beyond 21 days and allow participation of other family members; for example, allow children to stay at the facility for say a week with the parent who is undergoing treatment. This would help the child to better understand what is going on.	The State needs to re-examine parents' rights to voluntarily commit one of their children for 72-hour observation to determine if the child needs treatment.	36 year old Hispanic female using programs EHMS.
The safety net aspect of the programs.	The drug treatment programs need to be longer in duration so that it provides longer term support.	None.	40 year old White male using programs EMS.
The help.	Improve the amount of time you have to wait to see someone when you go into the office.	None.	30 year old White female using programs EMS.
The medical program.	I don't know.	None.	39 year old White female using programs CMS.
The benefits.	Be available after 5 PM and have outreach in the larger cities.	None.	56 year old White male using programs HMS.
Nothing.	Laws to protect the elderly need to be tightened up to protect the elderly. The laws as they are inadequate.	None.	38 year old Black male using programs EMS.
The medical program.	I not sure.	None.	41 year old White male using programs EMS.
The ability to help people in a timely manner.	Provide more assistance for mental health, for both the clients and for their families. The families need help with how to cope with the mentally ill and their problems.		38 year old White female using programs V.
I like the way they do things so fast. They are very efficient. They have been very courteous to me.	The front desk should be able to print out medical coupons if we don't get one in the mail.		46 year old White female using programs MV.
When you need them, they are there for you.	They should inform the people about what programs are available for them.		56 year old White male using programs MV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The concept of DVR [Division of Vocational Rehabilitation] is good. Emergency help and food stamps to help people get back on their feet are also good. The flaw is in the application of this.	The CSO [Community Services Office] will only make appointments for people at 8:15 and 10:00. These are not good times for some of us.		24 year old White male using programs EMV.
I like DVR [Division of Vocational Rehabilitation]. They are really nice people. They are fun to talk to and I can joke around with them.	They don't need to make any improvements. They are just fine the way they are.		20 year old White male using programs V.
I really like Berta Garza in the Kennewick CSO [Community Services Office]. Also, I have found that Washington is the BEST state in the nation for getting benefits from.	Extend office hours at mental health or at least have a telephone crisis hotline available. Also, have vouchers for fruit, vegetables and dairy products only with the food assistance.		41 year old Hispanic female using programs EHMV.
They were there when I really needed help to get out of a hole.	They need to call back within 24-hours.		37 year old White female using programs EMV.
I had an excellent caseworker, Minerva Riehl, at DVR [Division of Vocational Rehabilitation].	Nothing.	None.	53 year old White male using programs V.
I've been really happy with DVR [Division of Vocational Rehabilitation] because they've been very friendly and they go out of their way to help you.	None I can think of.		23 year old White female using programs V.
I like my Social Worker Ann Guthrie in the Port Angeles DDD [Division of Developmental Disabilities] office.	It's doing okay to me.		53 year old White female using programs DMV.
I liked it when my old DVR [Division of Vocational Rehabilitation] counselor retired and I got a new one.	I don't know of anything.		45 year old White male using programs V.
Nothing. It's all good.	Some of the supplies at the bookstore were not covered. They should cover all of the necessities.		49 year old White male using programs V.
I have an understanding WorkSource counselor.	An increase in the grant.		52 year old White female using programs EHMV.
I like DVR [Division of Vocational Rehabilitation] the best.	I think the workers have become callous toward the people.		34 year old Native American male using programs ESV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Getting the help I need because I'm on a fixed income.	None needed.		52 year old White female using programs AEMV.
We didn't like DSHS, but we did like some of the contractors.	Dyslexia should be considered to be a learning disability. There are very few jobs where you don't have to be able to read in order to get the job or do the job.		22 year old Hispanic female using programs V.
We like the DDD [Division of Developmental Disabilities] program and the people involved with that program.	You need to do more work with DVR [Division of Vocational Rehabilitation].		23 year old White male using programs DEMV.
The DVR [Division of Vocational Rehabilitation] program.	Can't think of anything...they were so helpful.		31 year old White male using programs V.
I really like their courtesy and clear explanations.	None I can think of.		21 year old White female using programs V.
I liked the DVR [Division of Vocational Rehabilitation] counselor.	Need better job training in DVR [Division of Vocational Rehabilitation].		49 year old White male using programs EHMV.
I'd like DVR [Division of Vocational Rehabilitation] better if they'd put me through school.	DVR [Division of Vocational Rehabilitation] should be more responsive to my needs.		35 year old White male using programs V.
I'm interested in DVR [Division of Vocational Rehabilitation] helping me with training and then a job.	None.		50 year old White female using programs EHMV.
The people at the front desk in the Ellensburg CSO [Community Service Office] are great.	Your people need to be more respectful, courteous and understanding.		23 year old White female using programs EHMV.
They give us a lot of recommendations.	In the office that I go to, the receptionist is very rude.	DSHS asks for too much information that sometimes is hard to get.	63 year old Hispanic male using programs EMV.
DVR [Division of Vocational Rehabilitation] paid for counseling that I really needed.	The medical assistance workers hardly ever call me back, even though I leave my name and phone number.		24 year old White female using programs DMV.
The original psychological screening that DVR [Division of Vocational Rehabilitation] did was very good.	DVR [Division of Vocational Rehabilitation] should improve their assessment of needs to better help clients achieve their goals.		20 year old White female using programs V.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
It was easy to get DVR [Division of Vocational Rehabilitation] services and the application process flowed smoothly.	DVR [Division of Vocational Rehabilitation] should be more open to tell us about all of their services. I had to find out about some of their services by talking with other clients.		48 year old White female using programs V.
The medical and food stamps.	When a person gets a job, they cut the food stamps down to \$10.00 right away. They shouldn't do that.	Here in Walla Walla the Mexicans are taking all our food stamps.	56 year old Native American female using programs AEMV.
The easy access to information about the various programs.	Make it easier to apply for benefits.	Client and caregiver state that client was denied for DVR.	29 year old White male using programs DEHMOV.
They help you a lot.	Can't think of anything right now.		21 year old White male using programs V.
My WorkFirst case manager in Auburn, Robert Church, is awesome. He's totally dedicated and understanding.	I don't know.		26 year old White female using programs MV.
The workers. They seem caring and compassionate.	The DCFS [Department of Children and Family Services] workers need to have counselors on staff to help them cope with everything they deal with.		22 year old female using programs DEMV.
I like the idea or concept of an umbrella agency for social services, but they don't put it all together.	They need to hire more qualified people, and give their workers more training, and improve the telephone system so the voice mail doesn't fill up. We have called, but were unable to leave a message because the voice mail was filled up.	We have private medical insurance, and my son hasn't used the Medicaid coupon in the last 2 years.	22 year old White male using programs DEMV.
They cover most of our family medical costs, including \$87,000.00 for open heart surgery about six months ago.	None I can think of.		52 year old White male using programs MV.
When I need assistance they are there.	Don't know of any right offhand.		28 year old White male using programs EMV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They listen and they understand. They will refer us to other agencies as needed for services.	Personal care products are very important for job interviews. We can't get jobs if we don't have shampoo, deodorant and other personal care products. Why doesn't the State just hand these out to us instead of issuing vouchers to go buy them?	I work at Walmart. We get many items that have to be claimed out because of some damage like dents or small rips. Walmart disposes of these. Why doesn't the State contract with Walmart to buy these items at cost, and then give them to clients and foster children. Walmart would still get the tax writeoff, and the State would save lots of money by not purchasing these same items at retail. It would be best to contact the main office in Bentonville, Arkansas.	41 year old Native American female using programs EMV.
They help people by providing good services.	Training programs should be extended.	Thank you for all services you provided for us.	45 year old White female using programs EMV.
Nothing.	None.		22 year old Black female using programs DEMV.
My DVR [Division of Vocational Rehabilitation] worker is friendly. Other than that I can't think of anything that is positive.	I have a job. I just wanted help to write job accommodations, and I'm still waiting after 1 1/2 years. There should be support for people after they get employment.		30 year old White female using programs V.
That DSHS is innovative and is leading the nation in diverse ways of reaching people for programs they are qualified for.	When plans are in writing, they should not then tell people the plans are no longer in effect. I was in training with an approved training plan which included childcare, then WorkFirst came in, and all of a sudden my plan was thrown out and I was told to get a job. With four children in day care, how was I supposed to pay for it?		42 year old White female using programs V.
That they exist to help poor people.	I don't know what to say.		38 year old White male using programs EMV.
They are very helpful with paperwork and they send me to specialists as needed.	Hire more DVR [Division of Vocational Rehabilitation] staff.		58 year old White female using programs V.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
The staff are polite and helpful.	None.		51 year old White male using programs EMV.
They are accessible.	They should shorten the waiting list for DVR [Division of Vocational Rehabilitation] services. My waiting list is a year long.		47 year old White male using programs V.
When you need help, sometimes they will help you.	Stop changing case managers all the time. We have had two new ones in the last six months. Also, when people apply for benefits, you should let them know if they qualify within 30 days or less.		20 year old White male using programs HMV.
They can help find jobs.	Nothing. They're pretty good to me.		21 year old White male using programs V.
I like Bill Weeks in the Vancouver CSO [Community Service Office].	It's been okay so far with me.		52 year old White female using programs EHMV.
The help.	Clean up the office waiting room at Belton CSO [Community Services Office].	None.	39 year old Asian American female using programs HMV.
The DVR [Division of Vocational Rehabilitation] worker, Dave King at the Newport outstation.	None.		48 year old White male using programs V.
The variety of services available through DSHS.	DSHS needs more staff. DSHS needs the different divisions within DSHS to coordinate with each other. DSHS should be able to use a consolidated application for all the divisions for services since most of the requested information is the same. This would do away with a lot of paperwork and save DSHS money.	There is a need for more flexible office hours for clients to conduct business, especially on weekends.	48 year old White male using programs DMV.
Appreciates what DVR [Division of Vocational Rehabilitation] has done for him.	More money and more help finding a job.		26 year old White male using programs EHMSV.
I don't know how to answer that question...they help people when they need it.	The workers and staff should return phone calls sooner. They should let you know which providers take their insurance.	I did not reach anyone when I called the 1-800 on back of the medical coupon.	23 year old female using programs EMV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I like the benefits.	You need to check into the people who are screwing you and collecting benefits they shouldn't be getting.	I wish I was Hispanic because then I could get food stamps.	41 year old White female using programs V.
Giving me the food stamps and not giving me a hard way to go.	Give us a chance to make some extra money before you start cutting our benefits. I don't think it's fair. We should be allowed to have a little extra money.		57 year old White female using programs AEMV.
They helped me get things going in the direction I wanted them to go.	I can't think of anything.		42 year old White male using programs V.
They try very hard to be accommodating.	It would help if the workers we talk to at Social Security could speak English.		27 year old White female using programs DEMV.
I like that when you do really need help they are there to help you.	None.		42 year old White male using programs EMV.
Case manager Nancy Ulrich in the Alderwood CSO [Community Services Office].	Can't think of anything.		53 year old White male using programs EMSV.
They give me opportunity and they help me out.	I can't think of anything.		37 year old White male using programs EHMV.
Nothing. I didn't get much out of DVR [Division of Vocational Rehabilitation].	Timeliness is bad. It took about eight months for DVR [Division of Vocational Rehabilitation] to contact me after I applied.		55 year old White male using programs V.
They help in a variety of areas, fields and job careers.	They should return phone calls more promptly.		51 year old White male using programs V.
I like that they confirm everything in writing.	DVR [Division of Vocational Rehabilitation] could work closer with the client.	None.	22 year old Asian American male using programs AEMV.
Nothing in DSHS. But Sharon Johnson, rehabilitation counselor at Harborview, is wonderful.	Your rules should match common sense.		47 year old male using programs MV.
I like DVR [Division of Vocational Rehabilitation] the best.	You should make medical more available to adults that have economic hardship.		36 year old White female using programs EHMV.
I like the medical, it has helped me.	I don't know.		32 year old Black male using programs EMV.
They help answer my questions.	None off the top of my head.		39 year old White female using programs DEMV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
I really don't know.	The DVR [Division of Vocational Rehabilitation] services need to be improved. There seems to be a lot of dissatisfaction with current services. DVR should look at each person individually. There needs to be an advisory counsel for DVR which includes a variety of clients.	There should be more convenient locations for your benefits. No food stamp, no DVR [Division of Vocational Rehabilitation], no Social Security offices in Auburn, with a population of about 50,000 people. You could have outstations in hospitals, libraries, colleges, senior centers, etc.	63 year old White male using programs EHMV.
They help me with what I need.	I have a handicap and I shouldn't have to wait for so long in the line at the counter in the Sunnyside CSO [Community Services Office].		38 year old Hispanic female using programs MV.
Nothing. I don't like DSHS except for the medical.	Hire more workers that are competent and that care about what the client's needs are.		47 year old Black male using programs MV.
I like DVR [Division of Vocational Rehabilitation] the best.	More job search resources would be helpful.		41 year old White male using programs V.
I don't have to deal with anyone, and the time spent in the waiting room is not very long.	The DSHS building and the Social Security building should be closer together.		39 year old White male using programs EMV.
Nothing.	The DVR [Division of Vocational Rehabilitation] clients are being asked too many personal questions.		24 year old White male using programs V.
They were there to help.	Don't know.		19 year old White male using programs V.
I don't know much about it, but they did try to get me more school time.	They are pretty good and thorough already.		36 year old Native American male using programs V.
I'm so thankful that my country offers help through financial and food stamps.	Nothing.		45 year old White male using programs V.
DVR [Division of Vocational Rehabilitation] does help a lot of people and that's good, but personally I didn't get any help; they were disrespectful and treated me like I was a second class citizen and it pissed me off.	DVR [Division of Vocational Rehabilitation] needs to be more flexible. Some workers are only there for the money, not to help the clients. These need to be cleaned out, like (specific name) in the Sunnyside DVR office. She is not people friendly.		50 year old White female using programs V.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
Our daughter's caseworker, Sharon in the Walla Walla office, is very easy to talk with.	Our daughter can only come home for 18 nights per year. The state won't let her stay with us any more than that. Why is that?		28 year old White female using programs ADEHMOV.
They need to be more involved with the people, not just give out money.	Be more kind to people.		64 year old female using programs EMV.
DVR [Division of Vocational Rehabilitation] is a great concept, but they don't do anything for people.	You need to have business people, retired people, and others who will just help us to get jobs.		59 year old White female using programs V.
The politeness of the staff and their compassion.	They need to give people more money to live on. I have to live on \$339.00 per month.		54 year old White female using programs EMV.
They have been so helpful and everything was done with my best interest at heart.	Everything has been perfect. It's been like a family to me.		48 year old Hispanic female using programs MV.
I don't know how to answer that question.	Increase efficiency with the DVR [Division of Vocational Rehabilitation] vendors.		46 year old White male using programs V.
Nothing.	DVR [Division of Vocational Rehabilitation] should help people like me. I had chemical burns on my hands and body, and DVR didn't help me at all.		42 year old White male using programs V.
I like DVR's [Division of Vocational Rehabilitation] service and it helped a lot.	None I can think of.		20 year old White male using programs V.
That they are there for you.	We need more support from DVR [Division of Vocational Rehabilitation]. I need lots of help with math, and DVR won't help me until I pass the math class.		44 year old Black female using programs V.
DVR [Division of Vocational Rehabilitation] was there when I needed them. Eric Potter, DVR counselor in Smokey Point saved my life. He got me through school and now I'm a registered nurse making up to \$28.00 per hour depending on what shift I work.	DSHS should attempt to get the grants up to an amount that is suitable to live on.		49 year old White male using programs EMV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They have helped me a lot.	Don't know.		51 year old White female using programs MV.
The medical assistance people have been very helpful.	DVR [Division of Vocational Rehabilitation] should give us what we need, not just what they think will fit into their programs.		47 year old White female using programs MV.
They were very friendly and I felt like the DSHS worker was my friend.	Not very many dentists will take the coupon and I didn't like the dentist I went to. I feel like he didn't do a complete job on my teeth.		69 year old White female using programs MV.
The medical coupons. I really need them.	They should listen to the people. Now they only half listen and then give the people what the workers think they need.	I have called the 1-800 on back of the medical coupon, but never got through to a person.	54 year old Black female using programs MV.
I like the staff, especially Michael Rhodes in the Mt. Vernon CSO [Community Services Office].	Improve customer service. They are very rude.		31 year old White female using programs MV.
I don't know.	DVR [Division of Vocational Rehabilitation] is helping me get a job, but they are moving too slow.		53 year old White female using programs V.
I don't know.	Being a single man I have found out that the benefits are very limited, and I couldn't get any dental help at all.		48 year old Black male using programs MV.
They help people, it is a good thing.	They are excellent.		32 year old male using programs EMV.
DVR [Division of Vocational Rehabilitation] is very helpful and always there when you need them.	Nothing. They are doing fine.		23 year old Hispanic male using programs V.
They're paying for me to go to school.	DVR [Division of Vocational Rehabilitation] cut me off with almost no advance notice and then I had to pay my own way to school.		41 year old White female using programs V.
I don't know.	I don't know.	None.	33 year old White male using programs EMV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
We like that all of the medical services are covered.	Improve documentation on our case. Every three months we have to fill out the same forms even though nothing has changed. Every time we do this the office gives us a hard time about a resource we have that they always end up saying is exempt, so why do they always give us such a hard time?		32 year old White male using programs MV.
They got in touch with us to say we might be eligible for Food Assistance and that we should apply for it.	I had a really hard time finding you in the telephone book. I was looking under social services for DSHS, but I couldn't find it and I didn't know what DSHS stood for. It turns out that I should have been looking under Department of Social and Health Services. You should make it easier to find your phone number.		32 year old White female using programs EHMV.
The classes that teach us resume skills and how to search online for jobs.	Provide more funding for DVR [Division of Vocational Rehabilitation]. DVR is not able to fulfill its mission. And, provide dental coverage for adults.		31 year old White male using programs EMV.
Nothing.	DVR [Division of Vocational Rehabilitation] counselors should exhibit more personal care for the client.		55 year old White male using programs V.
Reena in the Bellingham CSO [Community Services Office] is very personable and treats you like a human being instead of like a number or like you are less than human.	Shorten the length of time it takes to get help from food stamps and medical. For me it took 4 to 5 months.		48 year old White female using programs EMV.
I like how DVR [Division of Vocational Rehabilitation] is helping me to find a new career. My DVR counselor, Brenda Cook in the Mt. Vernon office is a very nice lady, and she even made me a birthday cake last year.	DVR [Division of Vocational Rehabilitation] sent me to the doctor, but they didn't tell me the process for paying for the doctor or the prescription medication. The payment issue became a big hassle for me.		25 year old White female using programs MV.

Client Survey 2003 Open-ended Comments

What do you like best about dealing with DSHS?	What can DSHS do to improve services?	Additional Comments	Client Information
They listened to me.	They did everything they were able to do. The services were good. The lack of funds are the problem.		52 year old White male using programs V.
The CSO [Community Services Office] has helped me get SSA [Social Security Administration] disability benefits and has been very supportive.	There seems to be a lot of duplication in the eligibility review process. We have had three review forms to fill out within the last month for the same program benefits.		51 year old male using programs HMSV.
I like that they help me make my life more better.	I need help to get my own apartment.		21 year old White male using programs EV.
They are courteous, and they have tried to help.	DASA [Divison of Alcohol and Substance Abuse] needs improvement. They refuse to help some of the people that need their help.		44 year old White male using programs SV.
You are always there to help me out and to answer my questions.	You're there when I need you.		23 year old White male using programs DEMV.

Notes on Race/Ethnicity designator in this table:

- Clients listed as Asian may also be Pacific Islander.
- If a client's ethnicity is Hispanic, no other race/ethnicity is listed.
- Race is not listed in this table for clients who gave their race as unknown, mixed or other.

Please Note: Surveys could also be completed by a family member, a decision maker (family or non-family member), guardian (foster parent), or caregiver. Comments are the statements made by the person completing the survey.