

# **2003 DSHS Statewide Survey of Washington Residents**

**January 2004**

*Washington State Department of Social and Health Services  
Management Services Administration  
Research and Data Analysis Division  
and  
Gilmore Research Group*

**2003 DSHS STATEWIDE SURVEY OF WASHINGTON RESIDENTS**

**GILMORE RESEARCH GROUP**

And

**WASHINGTON STATE DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

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“Narrative Comments: 2003 DSHS Statewide Survey of Washington Residents”

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## EXECUTIVE SUMMARY

The first DSHS Public Survey was administered in June 2001 by the Gilmore Research Group. Gilmore Research conducted the telephonic survey again in May and June 2003. Each time approximately 800 Washington State residents were questioned. In the two year period, most findings remained stable, but perceptions of special needs services changed from 2001 to 2003. Residents in 2003 appeared to be less satisfied with services for clients with special needs. More respondents indicated that it is too difficult to get special needs services, while fewer thought that it was too difficult for people with special needs to get welfare grants and services. The main questions and responses were:

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

Most respondents continued to be positive about the Department's job performance. A majority believes that the Department and its programs are doing a good job. A 3% decrease in the number of people who think that the DSHS does a good job overall was not a statistically significant change. However, from 2001 to 2003 there was a statistically significant down-turn in the number of people who agreed that DSHS does a good job serving people with special needs. The greatest changes in this perception occurred among respondents who were white, female, better educated, and from Western Washington.

QUESTION	Agreed		Disagreed	
	2001	2003	2001	2003
DSHS does a good job overall.	63%	60%	7%	10%
DSHS does a good job serving needy families.	62%	57%	9%	10%
DSHS does a good job serving people with special needs (physical or mental health conditions or aging).	60%	51% <sup>1</sup>	7%	11%
DSHS does a good job serving children and youth.	54%	55%	20%	20%

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

About one out of four respondents felt that it is too difficult to get most DSHS services. In both 2001 and 2003, a lower number felt that it is too difficult for needy families to get food stamps and welfare grants. Once again, the greatest change between 2001 and 2003 occurred in the area of special needs. 2003 respondents were more likely than those in 2001 to believe that it is too difficult for people with special needs to obtain specialized services. Conversely, 2003 respondents were less likely to believe that it is too difficult for people with special needs to get welfare grants and food stamps.

<sup>1</sup> Difference between 2001 and 2003 is significant at the .05 level.



QUESTION	Agreed		Disagreed	
	2001	2003	2001	2003
It is too difficult for needy families to obtain medical care and medical insurance.	23%	22%	40%	40%
It is too difficult for needy families to get food stamps and welfare grants.	17%	17%	44%	44%
It is too difficult for people with special needs to obtain services like medical care, mental health care, drug and alcohol treatment, help finding and keeping jobs, and help caring for themselves.	27%	33% <sup>2</sup>	31%	30%
It is too difficult for people with special needs to get welfare grants and food stamps.	26%	21% <sup>2</sup>	34%	36%

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

Overall, about one in four respondents felt that DSHS gives services to people who should not receive them. A larger number (about four out of ten) said that DSHS gives food stamps and welfare grants too often to families who shouldn't get them. There were no significant differences between 2001 and 2003 responses in this area.

QUESTION	Agreed		Disagreed	
	2001	2003	2001	2003
DSHS gives medical care and medical insurance too often to families who shouldn't get them.	24%	24%	43%	40%
DSHS give food stamps and welfare grants too often to families who shouldn't get them.	41%	41%	26%	26%
DSHS gives special needs services (like medical care, mental health care, drug and alcohol treatment, help finding and keeping jobs, and help caring for themselves) too often to people who shouldn't get them.	26%	24%	39%	40%
DSHS too often uses special needs programs to give welfare grants and food stamps to people who shouldn't get them.	29%	28%	35%	33%

### **HOW DOES EXPERIENCE WITH DSHS PROGRAMS INFLUENCE PERCEPTIONS OF DSHS?**

Respondents with personal experience with DSHS programs for needy families and those who learned about DSHS services from friends, family and acquaintances were more likely to feel that DSHS and its programs do a good job<sup>3</sup>. Persons who had personal experience with DSHS special needs programs were least likely to feel that DSHS and its programs do a good job. This is a

<sup>2</sup> Difference between 2001 and 2003 is significant at the .10 level.

<sup>3</sup> Differences between groups are listed only if the difference is statistically significant, p<.05.

reversal from the 2001 survey, where those with special needs experience were more likely to be positive about DSHS programs.

Opinions about DSHS's distribution of services varied greatly based on respondents' experience and the specific program in question. Respondents with experience with DSHS services for children and youth were more likely to believe access is difficult, while those with experience with DSHS special needs programs were less likely to feel that access is difficult.

### **HOW DO DEMOGRAPHIC VARIABLES INFLUENCE PERCEPTIONS OF DSHS?**

In 2003, people who were most likely to agree that DSHS and/or programs within DSHS do a good job tended to be:

- Younger
- Lower income
- Less educated
- Hispanic or of some other minority background

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

- Hispanic and other minority respondents were more likely to believe that it is too difficult to access DSHS programs, while respondents from Eastern Washington are less likely to feel that it is difficult to access special needs programs.
- Residents of Eastern Washington, those without college degrees and those over the age of 74 were more likely to feel that DSHS services too often go to the undeserving. Hispanic and other minority respondents were more likely to feel that medical care and insurance coverage go to undeserving families.

### **HOW DO STATE RESIDENTS THINK THAT DSHS CAN IMPROVE SERVICES?**

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

- Need for more screening and monitoring of DSHS cases
- Need to make it easier for the deserving to receive services, while making it more difficult for the undeserving
- Need for more DSHS staffing and funding
- Need for less bureaucracy and more efficiency in service delivery
- Need for more and/or better services for children and youth
- Need for more prevention and training



## BACKGROUND

### PURPOSE

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

The survey is designed to answer the following questions:

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

### SURVEY METHODOLOGY

This survey of 800 adult residents of Washington State was conducted by telephone between May 5, 2003 and June 17, 2003. The questionnaire (see Appendix 7) was initially developed by the Research and Data Analysis Division of DSHS. The Gilmore Research Group of Seattle, Washington, performed a pretest of the survey and administered the final version.

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

Of the 800 completed interviews, 780 were conducted in English and 20 in Spanish. A total of 3,603 telephone numbers were called and 1,471 reached an eligible person. Of those reached, 54% agreed to participate.<sup>4</sup> See Appendix 2, Table A1 for a complete description of the disposition of each call.

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<sup>4</sup> The adjusted CASRO response rate was 38%. See Appendix 2 for details.

## **ABOUT THE RESPONDENTS<sup>5</sup>**

The average age of respondents statewide was 45.6 years. Eight percent had not graduated from high school. The remainder were fairly evenly divided between high school graduates (31%), college graduates (30%), and those with some college (30%). Forty percent (40%) of the interviews were completed with males and 60% with females.

Most respondents (83%) reported their race as White; 3% were Asian; 3% were African American; 4% were American Indian; 1% were Native Hawaiian or other Pacific Islander; 6% were “something else,” and 3% did not give an answer. A separate question addressed ethnicity; 8% of respondents reported they were Hispanic.

The median household income bracket for respondents statewide and for those from Eastern Washington was \$35,000 to \$50,000 per year. For respondents from Western Washington, the median income bracket was \$50,000 to \$75,000 per year.

## **ANALYSIS METHODS**

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

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<sup>5</sup> This description of survey respondents uses unweighted data. A complete demographic profile of respondents, both before and after weighting, is provided in Appendix 1.

## KNOWLEDGE OF DSHS PROGRAMS

For the interview, DSHS services were grouped into three main program types: services for needy families, for people with special needs, and for children and youth.<sup>6</sup> These three program groupings are based on the sorts of problems that generate the need for services. Respondents were asked after the description of each program type if they were aware that these services were part of what DSHS does.<sup>7</sup>

- **71% were aware of services for needy families with children.** The survey describes these services as follows: *“DSHS gives needy Washington families with children food stamps, medical insurance and medical care, and up to five years of welfare grants. DSHS helps these families find and keep jobs and they also make sure that child support payments get to children who are supposed to receive them.”*
- **56% were aware of services for people with special needs.** The survey describes these services as follows: *“DSHS serves people who need help because of physical or mental health conditions or aging. For example, some people are deaf or blind, confined to bed or unable to walk. Others may have mental illness, Alzheimer’s disease, developmental disabilities or mental retardation, or addiction to drugs or alcohol. Often only low-income people can get these services. Services include medical care, mental health care, drug and alcohol treatment, welfare grants, food stamps, help finding and keeping jobs, and help caring for themselves, either in their own homes or in nursing homes or other institutions.”*
- **57% were aware of services for children and youth.** The survey describes these services as follows: *“DSHS investigates reports of child abuse and neglect, protects those children if needed, and provides foster and adoptive homes. DSHS helps at-risk pregnant women learn to care for themselves and their babies and helps families deal with difficult and run-away teens. Also DSHS operates homes, school, institutions, and parole services for juveniles convicted of crimes.”*

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

- 33% had some sort of personal experience with needy family services

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<sup>6</sup> DSHS services to clients are administered by five Administrations and several different programs. The three groupings used in the survey cross program and administration lines.

<sup>7</sup> Appendix 3 provides details about awareness of programs.

- 14% had some sort of personal experience with special needs services (down from 20% in 2001)
- 15% had some sort of personal experience with child and youth services<sup>8</sup>

Aside from personal experience, knowledge about DSHS came mostly from

- discussions with friends, relatives and acquaintances
- newspapers and magazines
- television and radio
- the workplace or union<sup>9</sup>

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

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<sup>8</sup> Appendix 4 provides details about personal experience.

<sup>9</sup> Appendix 5 provides details about sources of knowledge.

## RATINGS OF DSHS PERFORMANCE

### RESULT SUMMARY

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

**Overall Performance:** Six people out of ten (60%) said they agreed or strongly agreed that DSHS does a good job overall. One person out of ten (10%) said they disagreed or strongly disagreed. The remainder (31%) were neutral or didn't know. These answers were provided in response to the following question:

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

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

- Less than six people out of ten (57%) agreed or strongly agreed that DSHS “does a good job” of serving needy families. One out of ten (10%) disagreed or strongly disagreed. The remainder (33%) were neutral or didn't know.
- About half the respondents (51%<sup>10</sup>) agreed or strongly agreed that DSHS “does a good job” of serving people with special needs due to physical or mental health conditions or aging. About one out of ten (11%) disagreed or strongly disagreed. The remainder (38%) were neutral or didn't know.
- More than five out of ten (55%) agreed that DSHS “does a good job” of serving children and youth. Two out of ten (20%) disagreed or strongly disagreed. The remainder (26%) were neutral or didn't know. (These services include child abuse and neglect investigations, foster care and adoption services, and services to youthful offenders.)

**Who Is Satisfied with DSHS?** Persons who were more likely believe that DSHS and/or specific programs do a good job included those who were younger, less educated, lower income, and Hispanic. People who learned about DSHS from

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<sup>10</sup> A significant decrease from the 60% agreement rate in 2001.



the workplace or friends and relatives, and those with experience with services for needy families (welfare grants and medical coverage) were also more positive about most programs. Most likely to be unhappy with DSHS were those with personal experience with special needs programs. This is a reversal from the 2001 survey, where those with special needs experience were more likely to be positive about DSHS programs. (See expanded discussion of those with special needs experience on page 15.)

**Comments on DSHS Performance.** The only open-ended question in this survey asked respondents what changes DSHS should make in how they provide services. Most of those who responded to this question offered suggestions for specific changes, which will be addressed in later sections. The few comments that addressed DSHS performance in general tended to be positive, suggesting that nothing needs to change. A few examples:

*“I think they do a good job helping people.”*

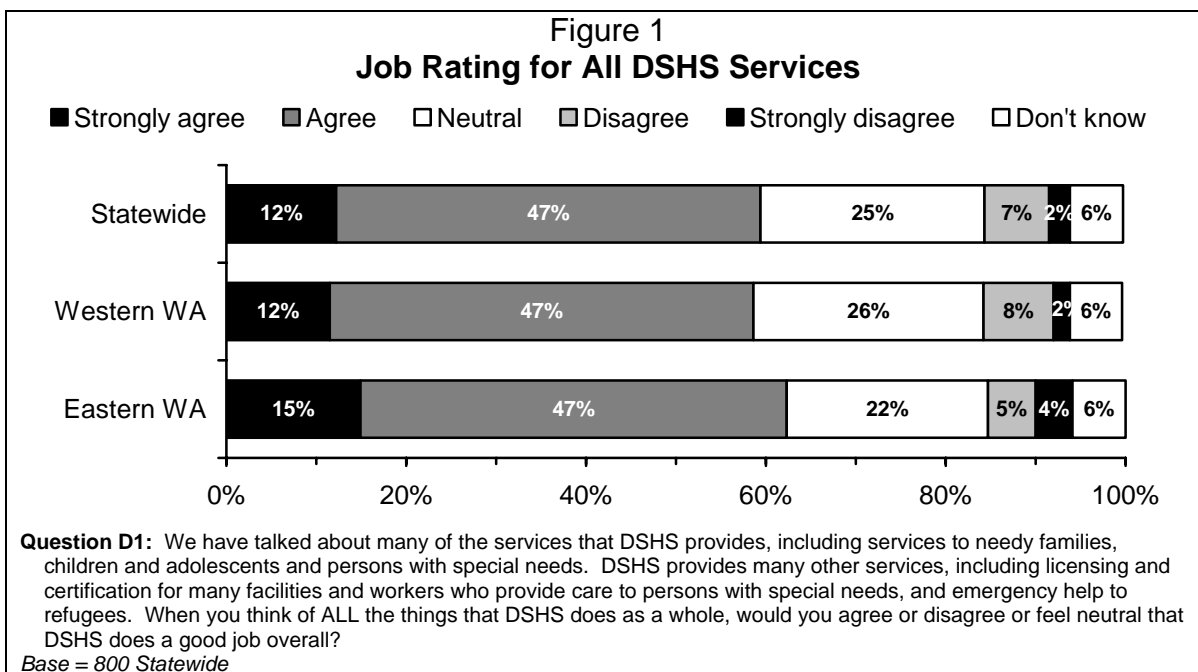
*“When I needed help they helped me and I think they’re doing fine.”*

*“They are doing better all the time.”*

*“I don’t think they should make any changes.”*

## OVERALL RATING FOR DSHS SERVICES

Six out of ten (60%) said they agreed or strongly agreed with the statement “DSHS does a good job overall.” One in ten (10%) said they disagreed or strongly disagreed. Figure 1 shows the detail.



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

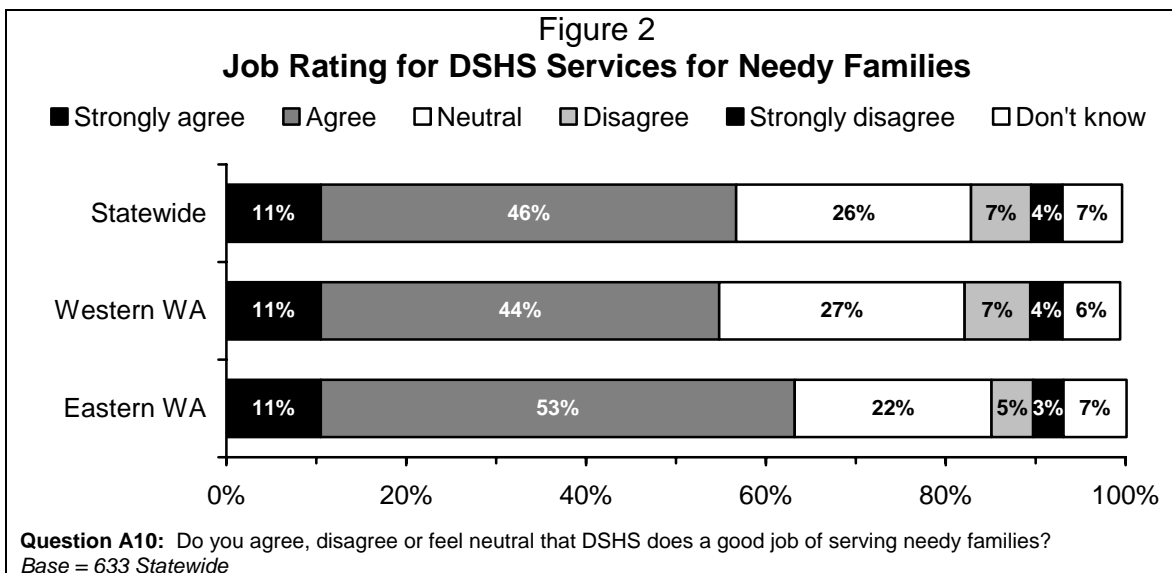
- Those with a high school diploma and no college (66% agreed that DSHS does a good job), compared to those having some college (52%)
- Those with household incomes of less than \$25,000 per year (71%), compared to those with incomes of \$25,000 or more annually (57%)
- Hispanic respondents (75%), compared to non-Hispanic white respondents (58%)
- Those aged 25 to 34 (68%), compared to 45 to 64 year-olds (53%)
- Those who learned about DSHS through friends, relatives and acquaintances (65%), rather than newspapers (53%)
- Those with experience with DSHS family services (71%), compared with those who lacked this experience (53%)

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

- Those who had experience with DSHS services for persons with special needs (22% disagreed), compared with those who did not have this experience (8% disagreed)
- Those who had experience with DSHS child and youth services (17% disagreed or strongly disagreed with the statement), compared with persons who lacked this experience (8% disagreed). (Child and youth services include child abuse and neglect investigations, foster care and adoption services, and services to youthful offenders.)

## RATING FOR NEEDY FAMILY SERVICES

Less than six out of ten (57%) agreed or strongly agreed with the statement, “DSHS does a good job of serving needy families” (Figure 2). One out of ten (10%) disagreed or strongly disagreed.



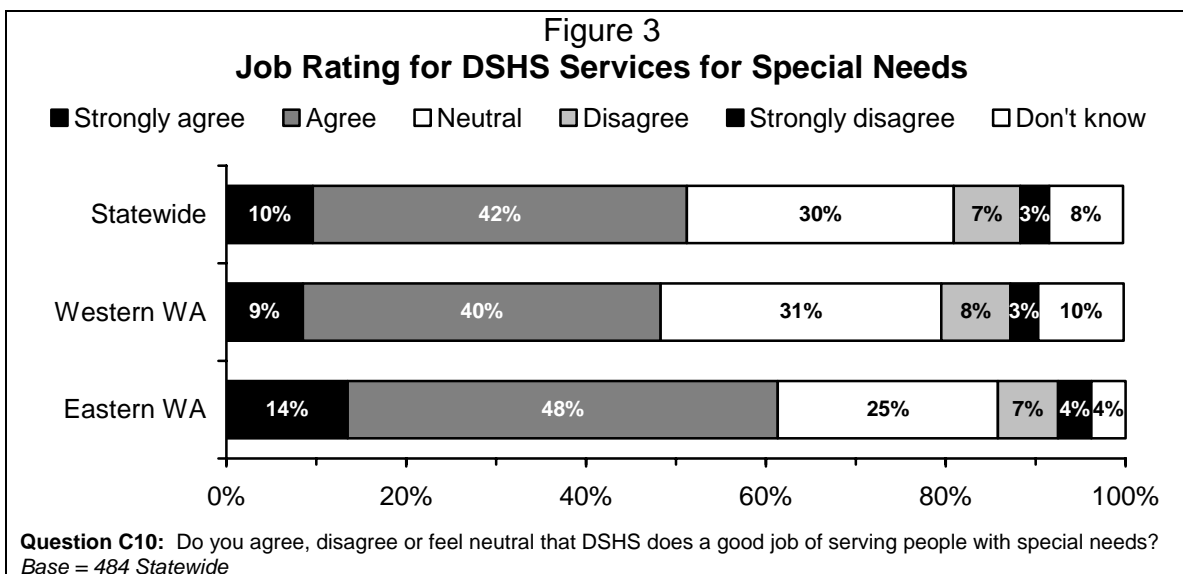
Some subgroups were more likely than others to agree or strongly agree that DSHS does a good job with needy families:

- Residents of Eastern Washington (63%), compared to Western Washington residents (55%)
- Those earning less than \$50,000 per year (64%), compared with those earning \$50,000 or more (45%)
- Hispanic respondents (75%), compared to White non-Hispanic respondents (55%)
- Those 25 to 44 years old (65%), compared to those 45 to 54 years old (47%)
- Those with personal experience with DSHS services for needy families (66%), compared with those lacking this experience (50%)
- Those who learned about DSHS services from friends, relatives and acquaintances (60%), compared to those who learned about DSHS from newspapers (50%)

Female respondents were less likely to feel that DSHS does a good job with needy families (13% disagreed or strongly disagreed), while 6% of males disagreed that DSHS does a good job with needy families.

## RATING FOR SERVICES FOR PEOPLE WITH SPECIAL NEEDS

Asked how well DSHS serves persons with special needs (that is, people needing help because of physical or mental health conditions, or aging), about half (51%) agreed or strongly agreed that DSHS does a good job. About one in ten (11%) disagreed or strongly disagreed. This is a sharp decrease from 2001, where 60% thought that DSHS did a good job, and 7% disagreed. Figure 3 shows the detail for 2003.



Some subgroups were more likely than others to agree or strongly agree that DSHS does a good job serving people with special needs:

- Residents of Eastern Washington (61%), compared to Western Washington residents (48%)
- Those with a high school education or less (63%), compared to those with some college and college graduates (45%)
- Those with an annual income under \$25,000 (59%), compared with those with annual incomes of \$50,000 or more (46%)
- Those who learned about special needs services through friends, relatives and acquaintances (52%) or the workplace (55%), compared to those who learned through newspapers (43%)

Respondents who had personal experience with special needs services were less likely to feel that DSHS does a good job with serving people with special needs (19% disagreed or strongly disagreed), compared to respondents lacking this experience (8% disagreed). This finding is a marked departure from 2001 findings where those with special needs experience were more likely to approve of special needs services.

Comparison to 2001. The proportion of respondents agreeing that DSHS does a good job serving people with special needs dropped from 60% in 2001 to 51% in 2003. Because services for people with special needs is the only area in which opinions changed significantly from 2001 to 2003, further discussion is warranted. A decline in the approval rating for special needs services was most marked in the following groups:

- Residents of Western Washington (60% agreed in 2001; 48% in 2003)
- Female respondents (57% agreed in 2001; 48% in 2003)
- White non-Hispanic respondents (in 2001, 59% agreed that DSHS does a good job serving people with special needs; 51% in 2003)
- Those older than 74 years (64% agreed in 2001; 42% in 2003)
- Those with special needs experience (in 2001, 10% said DSHS did not do a good job serving people with special needs; in 2003 19% said DSHS did not do a good job in this area)
- Those with special needs experience in the area of substance abuse (76% agreed in 2001; 37% in 2003)
- Those with special needs experience in the area of physical disabilities (79% agreed in 2001; 51% in 2003)

Changes in the number of respondents with special needs experience. Some of the changes in opinions about special needs programs found in the 2003 survey may be associated with changes in the number of survey respondents with special needs experience. Respondents with special needs experience were the only survey subgroup to reverse their opinions on the quality of DSHS services and the difficulty of access to services. As noted in the section on knowledge of DSHS programs, there was a distinct decline in the number of respondents with special needs experience in 2003. In 2001, 165 respondents (20% of the total) reported special needs experience. In 2002, 115 respondents (14% of the total) reported special needs experience. Declines were even greater within certain areas of special needs experience.

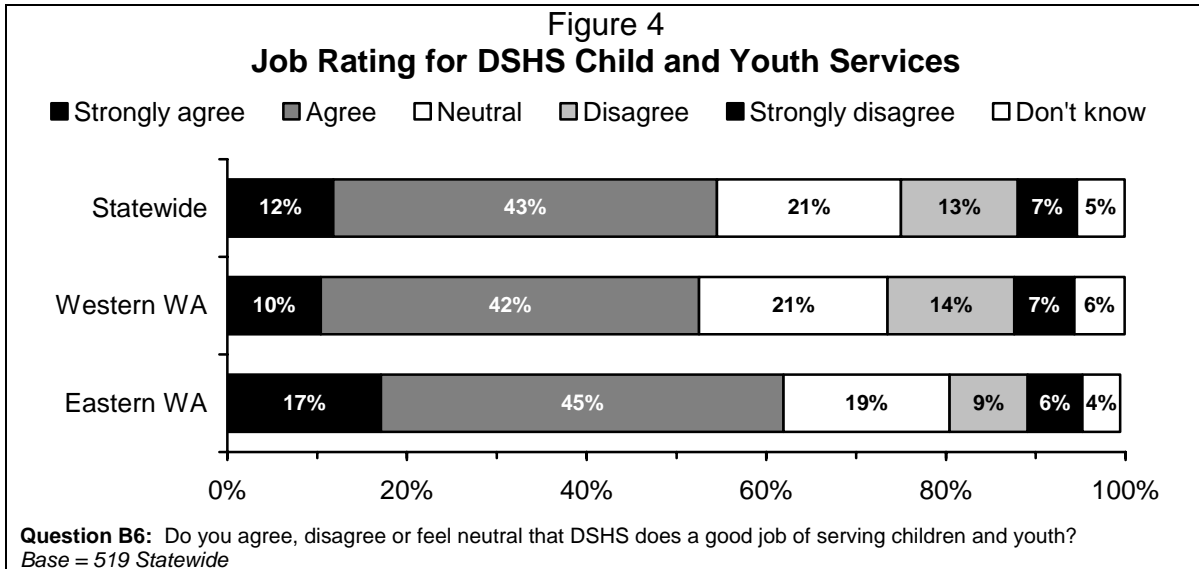
- Those whose special needs experience was in the area of developmental disabilities declined from 66 respondents in 2001 to 28 respondents in 2003
- Those whose special needs experience was in the area of substance abuse declined from 55 respondents in 2001 to 20 respondents in 2003
- Those whose special needs experience was in the area of physical disabilities declined from 92 respondents in 2001 to 50 respondents in 2003<sup>11</sup>

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<sup>11</sup> This difference is significant at the .10 level, rather than the .05 level.

## RATING FOR CHILD AND YOUTH SERVICES

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



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

- Those aged 18 to 44 years (60%), versus those aged 65 to 74 (40%)
- Those with household incomes under \$25,000 per year (63%), compared to those with household incomes \$25,000 and over (48%)
- Those with no college (61%), compared to those with some college but not graduated (49%)
- Those who had experience with DSHS family services (64%), compared to those who did not have such experience (49%)

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

- Non-Hispanic respondents (19% disagreed), compared to Hispanic respondents (3% disagreed)
- Those aged 45-74 years (29% disagreed), compared with those aged 18-44 years (12% disagreed)

- Those who had experience with DSHS programs for persons with special needs (32% disagreed), compared with those without this experience (17% disagreed)





## ACCESS TO SERVICES

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

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

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

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

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



## DIFFICULTY OF ACCESS

### RESULT SUMMARY

***Is Access Too Difficult?*** Overall, about 1 out of 5 Washington State residents indicated that it is too difficult to access DSHS programs—with a higher number (1 out of 3) feeling that it is too difficult to get special needs services. The survey asked four specific questions about difficulty of access:

- **MEDICAL CARE FOR NEEDY FAMILIES.** More than one out of five Washington State residents (22%) agreed or strongly agreed that, “It is too difficult for needy families to get medical care and medical insurance.” Forty percent (40%) disagreed and 37% were neutral or didn’t know.
- **FOOD STAMPS AND WELFARE GRANTS FOR NEEDY FAMILIES.** Less than one out of five (17%) agreed or strongly agreed that, “It is too difficult for families to get food stamps and welfare grants.” Forty-four percent (44%) disagreed and 39% were neutral or didn’t know.
- **SPECIAL NEEDS SERVICES.** One out of three (33%) agreed or strongly agreed that, “It is too difficult for people with special needs to get services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs.” Thirty percent (30%) disagreed and 38% were neutral or didn’t know.
- **WELFARE GRANTS AND FOOD STAMPS FOR THOSE WITH SPECIAL NEEDS.** More than one out of five (21%) agreed or strongly agreed that, “It is too difficult for people with special needs to get welfare grants for living expenses and food stamps.” Thirty-six percent (36%) disagreed and 43% were neutral or didn’t know.

***Who Thinks Access is Too Difficult?*** In general, minority respondents and those with personal experiences with DSHS services for children and youth were most likely to think that access is too difficult. People from Eastern Washington and those who had personal experience with special needs services were less likely to think that it is difficult for those with special needs to get services, food stamps and welfare grants. The perception of persons with special needs experience is a reversal from the 2001 survey, where those with special needs experience were more likely to think that access is difficult. (See expanded discussion of those with special needs experience on page 15.)

***How is Access Difficult?*** The detail found in narrative responses to the survey’s open-ended question helps to identify the difficulties that DSHS clients encounter. Respondents suggested that DSHS should have faster service, simplify paperwork, make more information available to the general public, and

have more flexible eligibility standards. They gave many examples of needy people who are turned away because they don't meet all eligibility requirements; the most common example was adults without children. Following are some of the pertinent responses to the question, "What changes do you think DSHS should make in how they serve needy families, children, youth and persons with special needs?"

#### **GENERAL**

*"It's hard to use. Some people get what they want and others don't."*

*"Make it easier to get the help."*

*"I think they should have more places so others can take part in it, and I think they should make it easier for others to get help from DSHS."*

*"Trying to get help is impossible."*

*"You don't have to wait as long as you used to. They are making it easier to get services."*

*"For emergencies, DSHS should be more quickly available."*

*"It should be easier for a single mother like me to get Section 8."*

*"I don't think that enough people are able to get the benefits."*

*"I believe that anyone who needs help should be able to get it."*

#### **PAPERWORK/PROCESSING TIME**

*"Streamline the process, eliminate a lot of red tape, simplify the evaluation process, and make sure the neediest people get help sooner."*

*"There is too much red tape and too many holes in the system."*

*"I've heard it takes a long time for things."*

*"Need to work faster on getting people help."*

*"Make it less complicated."*

*"Sometimes the paperwork takes too long. I realize they have to look over the paperwork, but I applied and it took two years for them to get back to me. By the time I was accepted for what I needed, it was too late and I needed it no more."*

*“The paperwork is a nightmare. I would make the paperwork easier.”*

*“Streamlined paperwork. Elderly, with my own experience, are very confused with the paperwork.”*

*“They just need to get with the program when they ask for help and not drag it out.”*

*“Get rid of all the red tape.”*

#### **ELIGIBILITY REQUIREMENTS/DECISIONS**

*“Make it more accessible to a wider range of people. Expanding their rules and qualifications.”*

*“People who are collecting from DSHS, if they do work, then what they made was getting deducted from their DSHS checks and I think that is not right.”*

*“For WorkFirst, if a person lives outside Bremerton, they shouldn't have to report to WorkFirst more than once a week if that person does not have their own car.”*

*“Just because they own a home doesn't mean they don't need help. If they are without work due to a disability, they should be able to get something. It takes a lot of pride to lose a job if they're making money, then go on welfare. But if they had a good job in the past they can't get welfare.”*

*“Make it easier for single people to get access to care and services.”*

*“I think there should be some programs available for people without children because they need a roof over their heads too. Most of the support is for people without children.”*

*“If a family needs help for 3 months they should help them and not look at past income.”*

*“Change their guidelines. Like when adults are trying to go to school and they should also get help like if they're working, and should give a break to a single parent that is going to school full time and being a mom at the same time.”*

*“There are a lot of children with special needs that are not considered severe enough and they need help and are not getting help.”*

*“I think that a lot of people may not have been able to receive cash and food stamps because they were unable to do the WorkFirst requirements because*

*of a family member being sick or a child. They should consider that before refusing to give the cash or food stamps out.”*

*“They could make it a little easier for people to get services and to keep them longer to get established. It's hard when it's a couple, and one person is looking for a job, to make ends meet.”*

*“Everyone should be entitled to medical benefits for at least 3 months.”*

*“I think it should be easier to get health care services.”*

*“I feel that the mothers getting trained to work should not get their grants cut for at least two months until they get on their feet financially.”*

*“I think that a lot of people may not have been able to receive cash and food stamps because they were unable to do the WorkFirst requirements because of a family member being sick or a child. They should consider that before refusing to give the cash or food stamps out.”*

*“I think there should be more long-term care offered: In the respect that a family might come and need help for a couple of months and then the DSHS says, “That’s enough,” when the family might still be needing help.”*

*“They should broaden the limits for people who need assistance so as to give leeway to some who are just over the limit.”*

*“There should be more flexibility sometimes. Sometimes we can help the client and the taxpayer by making a decision that is contrary to the rulebook.”*

#### **OUTREACH/INFORMATION**

*“I think that if you don’t have someone that you’re acquainted with that knows, then you would never know about it. There needs to be more public awareness.”*

*“I just think access. Letting people know it’s available is a challenge. A lot of people are illiterate, so you have to get to them in a way that will bridge the barrier. Also community outreach, getting the community involved in helping.”*  
*“Make people more aware of their services. If you’ve never been in the system, it would be nice to know how to receive services.”*

*“I think it would be good if more people could know what services they offer. Their strong point is for people who are in a crisis, but it would be better if they could know before the crisis.”*

*“Advertise more and so if I was in a situation I would know where to go and that I could go there.”*

*“Make it more known that DSHS is out there and willing to help.”*

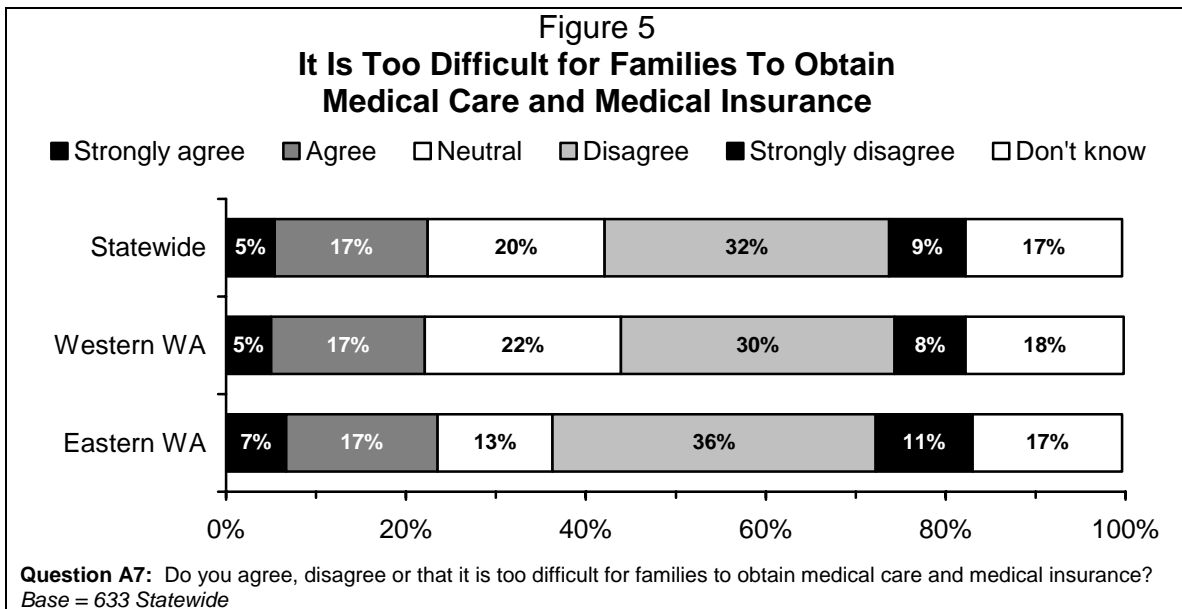
*“More awareness and information.”*

*“The contact to get ahold of DSHS is hard to discern. It’s hard to find the right phone number that you need. It should be clearer.”*



## NEEDY FAMILIES: DIFFICULTY OF ACCESS TO MEDICAL CARE AND INSURANCE

As Figure 5 shows, 22% of respondents statewide agreed or strongly agreed with the statement, “It is too difficult for families to obtain medical care and medical insurance.” The remainder were divided between those who disagreed or strongly disagreed (40%), and those who were neutral or didn’t know (37%).



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

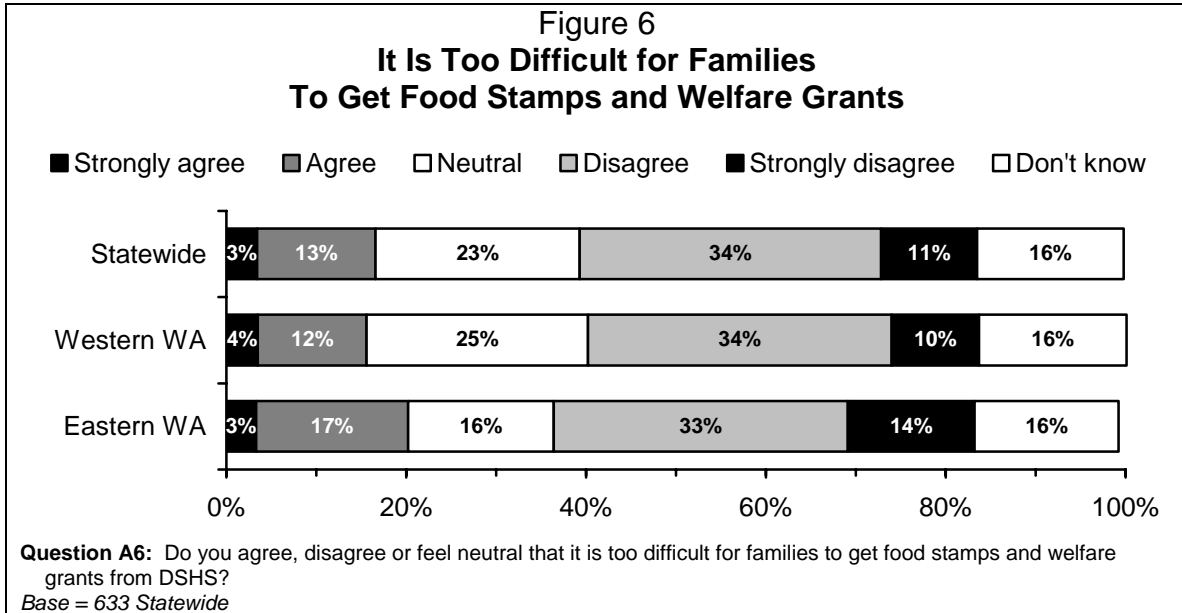
- Minority respondents (32%), compared to non-Hispanic White respondents (20%)
- Those aged 35-44 (26%) and 65-74 (32%), compared to those over 74 (12%)
- Those with personal experience with DSHS services for children and youth (35%), compared to those who didn’t have this experience (19%)
- Those who with personal experience with services for people with special needs (31%), compared to those who didn’t have this experience (21%)

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

- Those aged 25-34 (56%), compared to all other ages (36%)
- Those with personal experience with DSHS services for needy families (48%), compared to those without such experience (35%)

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

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



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

- Those with household incomes less than \$25,000 per year (27%), compared to those with incomes of \$25,000 or more (12%)
- Those who are Hispanic (41%) or other minorities (32%), compared to White non-Hispanics (14%)
- Those who had personal experience with DSHS special needs services (25%), compared to those who didn't (15%)<sup>12</sup>

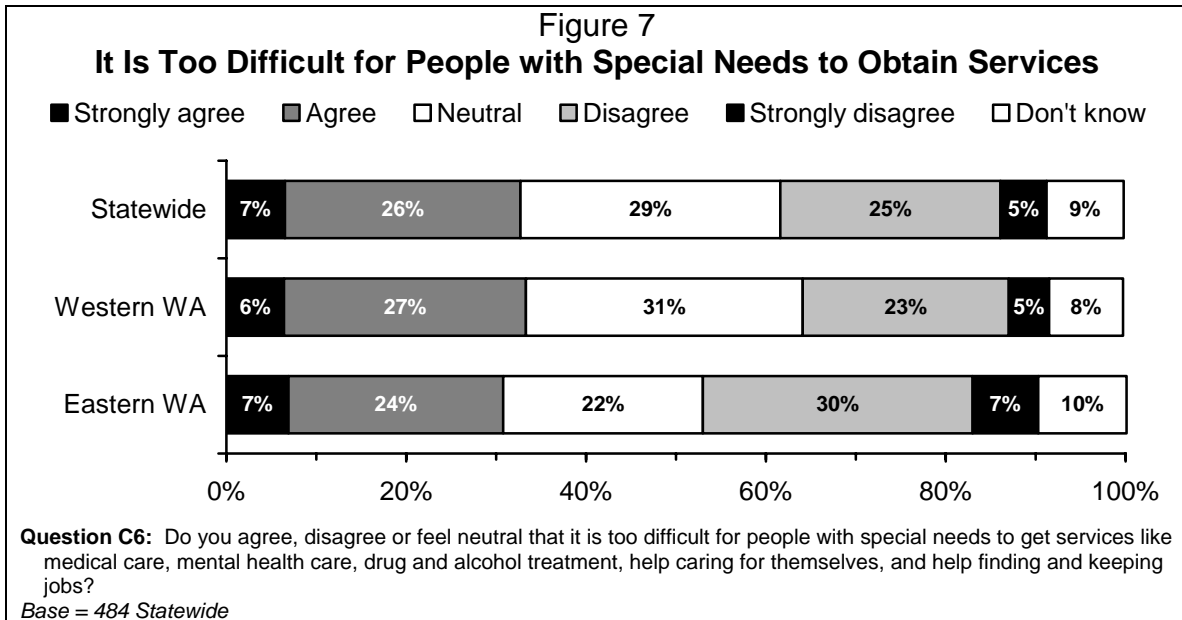
Some subgroups were less likely than others to feel that getting food stamps and welfare grants is too difficult for families (that is, to disagree or strongly disagree with the statement presented):

- Male respondents (51%), compared to female respondents (39%)
- Those who had personal experience with DSHS services for people with special needs (56%), compared to those without such experience (42%)<sup>12</sup>

<sup>12</sup> Respondents with personal experience with special needs services are *both* more likely to agree and to disagree that it is too difficult for families to get food stamps and welfare grants.

## PEOPLE WITH SPECIAL NEEDS: DIFFICULTY OF ACCESS TO SPECIAL SERVICES

As Figure 7 shows, more than one in three respondents (33%<sup>13</sup>) agreed or strongly agreed with the statement that, “It is too difficult for people with special needs to get services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs.” Of the remainder, 38% were neutral or didn’t know, and 30% said they disagreed or strongly disagreed.



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

- Those with personal experience with DSHS child and youth services (43%), as opposed to those who lacked this experience (30%)
- Those who learned about special needs services through work (43%), compared with those who learned about services from friends, relatives, acquaintances and newspapers (32%)

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

- Respondents from Eastern Washington (37%), compared to those residing in Western Washington (27%)

<sup>13</sup> The increase over 27% in 2001 is significant at the .10 level.

- Those with personal experience with DSHS services for people with special needs (39%), compared to those without such experience (27%)<sup>14</sup>

Comparison to 2001. Because services for people with special needs is the only area in which opinions changed significantly from 2001 to 2003, further discussion is warranted. The proportion of respondents who agreed that it is too difficult for people with special needs to get services increased from 27% in 2001 to 33% in 2003. A significant change in opinions about the difficulty of access to special needs services was found in the following groups:

- Those who had some college or were college graduates (24% agreed in 2001; 35% in 2003)
- Those whose annual household income exceeds \$50,000 (19% agreed in 2001; 36% in 2003)
- Those with personal experience with DSHS child and youth programs (29% agreed in 2001; 43% in 2003). Consistently, this same group also disagreed less with the statement in 2003 (39% in 2001; 25% in 2003)
- Those with no personal experience with DSHS special needs programs (23% in 2001; 31% in 2003)

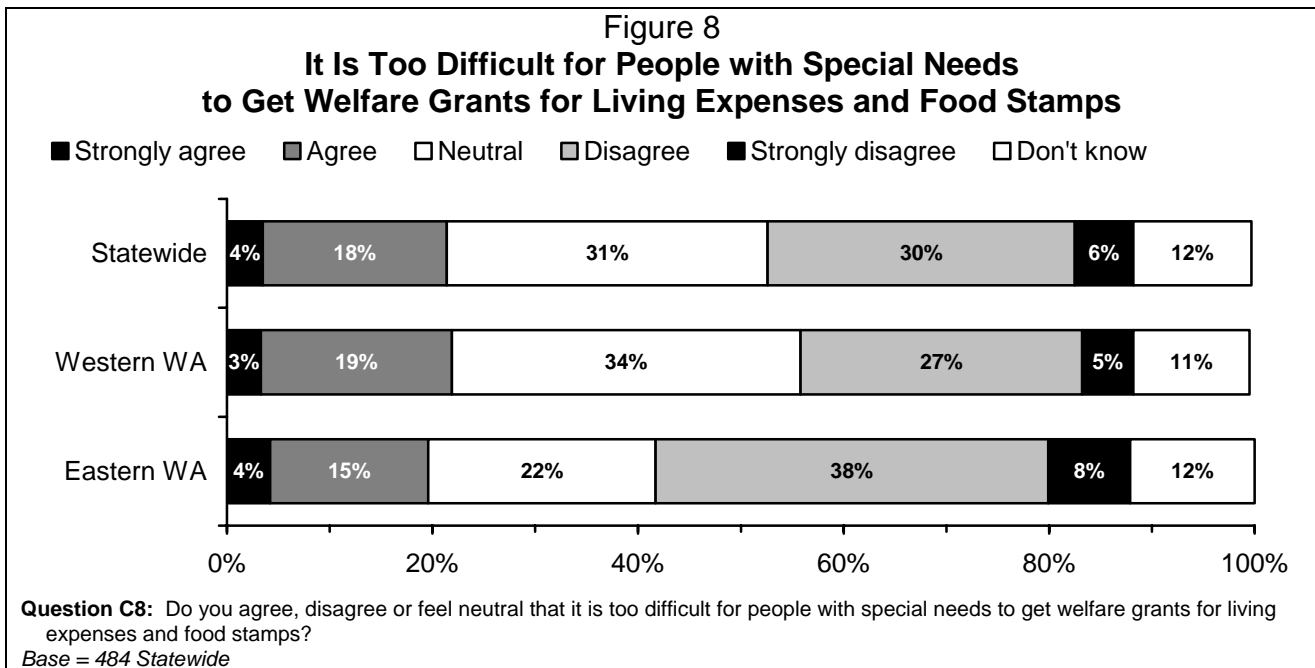
Changes in the number of respondents with special needs experience. Some of the changes in opinions about special needs programs found in the 2003 survey may be associated with changes in the number of survey respondents with special needs experience. See discussion on page 15.

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<sup>14</sup> Note that although respondents with personal experience with special needs services are more likely to disagree that it is too difficult for people with special needs to get food stamps and welfare grants, greater numbers from the same group also agree that it is too difficult to get food stamps and welfare grants. Those with special needs experience are much less likely to be neutral in response to this question.

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

More than one out of five respondents (21%<sup>15</sup>) agreed or strongly agreed with the statement that, “It is too difficult for people with special needs to get welfare grants for living expenses and food stamps.” Of the remainder, 43% were neutral or didn’t know, and 36% disagreed or strongly disagreed (Figure 8).



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

- Hispanic respondents (44% agreed that it is too difficult), compared to White non-Hispanic respondents (20% agreed)
- Those with personal experience with DSHS child and youth services (33%), compared to those who lack the experience (18%)

Two subgroups were less likely to indicate that it is too difficult for persons with special needs to get welfare grants and food stamps:

- Respondents from Eastern Washington (46%), compared to those residing in Western Washington (33%)

<sup>15</sup> The decrease from 26% in 2001 is significant at the .10 level.

- Those with personal experience with special needs programs (47%), compared with those without such experience (32%)<sup>16</sup>

Comparison to 2001. Because services for people with special needs is the only area in which opinions changed significantly from 2001 to 2003, further discussion is warranted. The proportion of respondents who agreed that it is too difficult for people with special needs to get welfare grants and food stamps decreased from 26% in 2001 to 21% in 2003. A significant change in opinions about the difficulty of for those with special needs to access welfare grants and food stamps was found in the following groups:

- Those who did not have child and family services experience (26% agreed in 2001; 18% in 2003)
- Those with special needs experience in the area of developmental disabilities (42% agreed in 2001; 22% in 2003)
- Those with income of \$50,000 or more (47% disagreed in 2001, 31% in 2003)

Changes in the number of respondents with special needs experience. Some of the changes in opinions about special needs programs found in the 2003 survey may be associated with changes in the number of survey respondents with special needs experience. See discussion on page 15.

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<sup>16</sup> Note that although respondents with personal experience with special needs services are more likely to disagree that it is too difficult for people with special needs to get food stamps and welfare grants, they are also more likely to agree that it is too difficult to get food stamps and welfare grants (statistically significant at the .10 level). Those with special needs experience are much less likely to be neutral in response to this question.



## DISTRIBUTION OF SERVICES

### RESULT SUMMARY

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

- **MEDICAL CARE FOR NEEDY FAMILIES.** About one out of four Washington State residents (24%) agreed that, "DSHS gives family medical care and insurance too often to families who shouldn't get them." Forty percent (40%) disagreed, and 37% were neutral or didn't know.
- **FOOD STAMPS AND WELFARE GRANTS FOR NEEDY FAMILIES.** About four out of ten people (41%) agreed that, "DSHS gives food stamps and welfare grants too often to families who shouldn't get them." Twenty-six percent (26%) disagreed, and 34% were neutral or didn't know.
- **SPECIAL NEEDS SERVICES.** About one out of four (24%) agreed that, "DSHS gives special needs services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs too often to people who shouldn't get them." Forty percent (40%) disagreed and 35% were neutral or didn't know.
- **WELFARE GRANTS AND FOOD STAMPS FOR THOSE WITH SPECIAL NEEDS.** Nearly three out of ten (28%) agreed that, "DSHS too often uses special needs programs to give welfare grants and food stamps to people who shouldn't get them." Thirty-three percent (33%) disagreed and 38% were neutral or didn't know.

***Who Thinks Services are Given to the Undeserving?*** Certain groups were more likely to believe that DSHS gives services to those who should not get them. These groups included Eastern Washington residents and people without college degrees. College graduates and people younger than 75 were more likely to think that services are distributed equitably.

***Who Shouldn't Get Services?*** Open-ended comments again better define respondents' views about distribution of services. Almost all respondents approved of DSHS programs helping the needy. However, many respondents felt that services are at times given to those who are not needy. Abuse of the



system was by far the most frequent topic of comments. Almost one quarter of those who made narrative comments suggested more screening and monitoring. Some of the comments may have been prompted by the preponderance of survey questions addressing distribution of services, but this was obviously an issue of concern to many.

Some respondents mentioned groups they felt should not receive benefits: substance abusers, those who could work, and immigrants and non-citizens. Additionally, some respondents perceived racial/ethnic inequities in the distribution and delivery of services. Other respondents told stories of abuse from their personal experience. Many respondents offered solutions to these perceived abuses, including suggestions for screening, monitoring and investigation, as well as tougher time and work limits. Some respondents did not appear to be aware of DSHS programs, and made suggestions that are already in place. Representative comments:

#### **GENERAL**

*“There are too many people on welfare.”*

*“Be sure the right people (like the needy) are getting the help they need.”*

*“They need to help the people that really need the help.”*

#### **GROUPS WHO SHOULDN'T RECEIVE SERVICES**

##### **SUBSTANCE ABUSERS**

*“They should really look at if the person really needs the help and not just give the help to people that are going to use the money to buy drugs and alcohol.”*

*“There are a lot of people that spend their money on things they really don't need (like gambling and buying cigarettes, alcohol, etc.).”*

*“Higher criteria on funding drug addicts.”*

*“I don't feel the people on alcohol or drugs should be treated by DSHS.”*

*“Cut drug addicted people loose when they fail the drug program more than twice.”*

##### **IMMIGRANTS / NON-CITIZENS / RACIAL AND ETHNIC DIFFERENCES**

*“They need to concentrate on our own citizens rather than everybody else in the world. They should just help American citizens.”*

*“It’s too easy for refugees to come in the county and get assistance.”*

*“Foreigners and people from out of the country come in and get on easily, but our people have a hard time getting on. Mexicans get help without question.”*

*“I think that immigrants are getting more help than the people who have lived here all of their lives.”*

*“The immigrants of this country are getting all of the free benefits without being a citizen. They should not have priority on food stamps and medical care above our citizens.”*

*“They need to look at the poor white families because they often help minorities more often than white people.”*

*“Sometimes minorities get more help than others.”*

*“I think they need to pay more attention to the elderly white people, because we are discriminated against.”*

*“I think the changes that need to be made are with the identification of individuals in need. Especially the minorities. Minorities should be more involved with services, when they are being served or even when helping others.”*

*“Advertising the services they provide in as many languages as possible.”*

#### THOSE WHO WON'T WORK

*“People I know who have been on it for years are too damn lazy to get off.”*

*“People that can work should be eliminated from getting welfare.”*

*“Make those people get out and work.”*

*“I think they really have to take a look at the people who are able to work (and those who have food stamps) and don’t work because they don’t think they need to.”*

*“They need to weed out the deadbeats. Get rid of the people who are capable of working but are just lazy.”*

#### PERSONAL EXPERIENCE – THOSE WHO SHOULDN'T RECEIVE SERVICES

*“With my children’s father abusing the system, I think they need to look a little more into people’s backgrounds for their capabilities.”*

*"I think it should only be given to people truly in need. I know that a lot of people are on it who shouldn't be."*

*"I know some people who have been helped time and time again and don't make use of the services they get."*

*"I've heard and seen people who get these benefits but don't qualify for them."*

## **SOLUTIONS**

### **SCREENING**

*"I think they could really help those who are truly in need if their screening process was a little more stringent."*

*"I wish they could investigate the parents a little more who get a lot of free stuff but still have a pocket full of money."*

*"Check out people more carefully before they give them grants."*

*"I think there should be more checking before they hand out money."*

*"They should screen them better to see if that's what they need. Some people abuse the system."*

*"There is not enough checking into the background of the people who are getting help. Because a lot of people get help in back-handed ways and that means that they could be depriving the people who do need the help."*

*"Making sure that they really do need the services that they are asking for and not trying to beat the system."*

*"Spend more time screening the people who are applying for it."*

*"They should really find out about a person. Get a doctor and get X-Rays to see if they really need it."*

*"Way too much money is given away to people who don't need it."*

*"I think they should look into it a little deeper, so there is not as much fraud."*

### **MONITORING**

*"They should check up on them more often and find out that they are buying new cars and spending their welfare money on cartons of cigarettes or cases of beer."*

*“They need to review families that get services such as food stamps and welfare checks. Many are getting help they don’t need. They are often demanding and abusive.”*

*“Hire investigators to make sure people aren’t taking advantage. We let these immigrants come over and take advantage of the system. We let some people stay on it too long because they figure out other ways to apply for it.”*

*“People should be checked up on more often because they’re taking service away from people who really need the help.”*

*“Have more investigation for people who qualified and have yearly audits on people who receive services.”*

*“More in-home research because of people that abuse the system.”*

*“Look more into the people who are in the system, because they are taking advantage of the system and are receiving benefits they do not deserve.”*

*“They should check people out more, follow them up and make sure people are doing what they are required to do.”*

*“More check-ups to make sure that after they have received the money, they are using it to fulfill the needs they are supposed to use it for.”*

*”There’s too much fraud and adults take advantage of the system.”*

#### TIME, WORK AND OTHER LIMITS

*“A shorter time for families that are able to work. They should be there for two years instead of five years. Five years hampers people. It makes it harder for able workers to work.”*

*“Mainly they should spend less time on welfare (instead of 5 years). It shouldn’t take that long to get a job.”*

*“They should enforce the 5 year welfare better.”*

*“A limit on the length of time needs to be changed and making people work instead of sitting around.”*

*“People are on the services too long. They need to get a job sooner.”*

*“I don’t think they should be on welfare for 5 years.”*

*“I would like to see the time allotted for welfare to be less.”*

*“Have limits. Give to the needy, not to the ones that use it for extended periods of time.”*

*“If they’re able bodied, give them work.”*

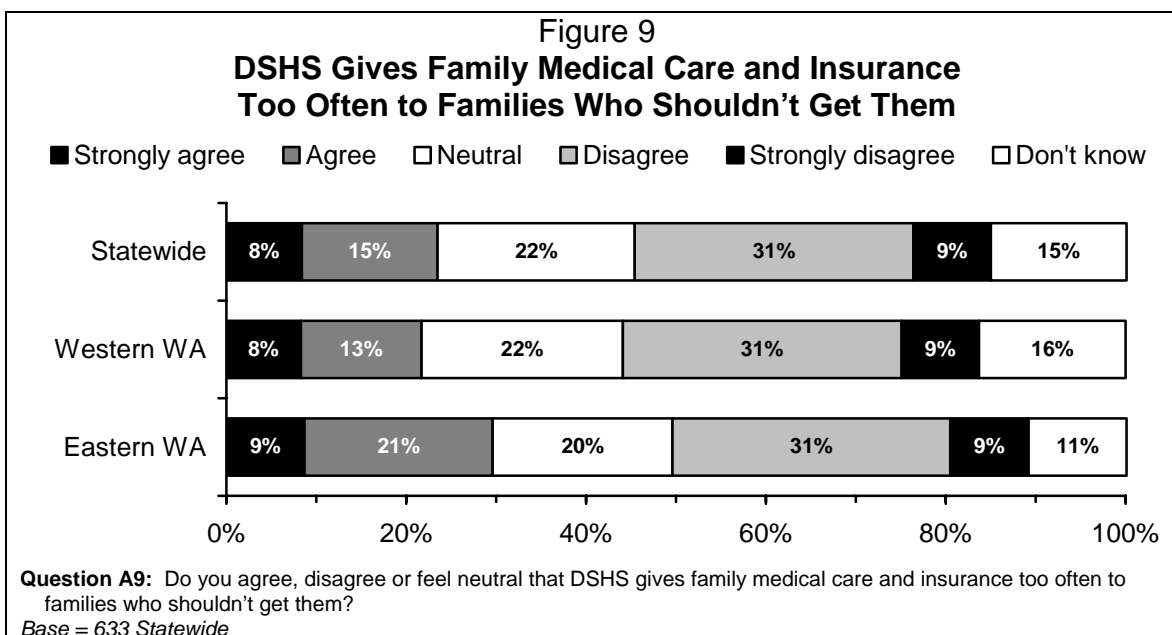
*“Make those people get out and work.”*

*“There should be a maximum of children a person should have when on welfare.”*

*“I am against women with two or three kids by two or three fathers and are on welfare.”*

## NEEDY FAMILIES: DISTRIBUTION OF MEDICAL CARE AND INSURANCE

About one in four respondents (24%) agreed or strongly agreed with the statement, “DSHS gives family medical care and insurance too often to families who shouldn’t get them.” Of the remainder, 40% disagreed or strongly disagreed with the statement, and 37% were neutral or didn’t know (Figure 9).



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

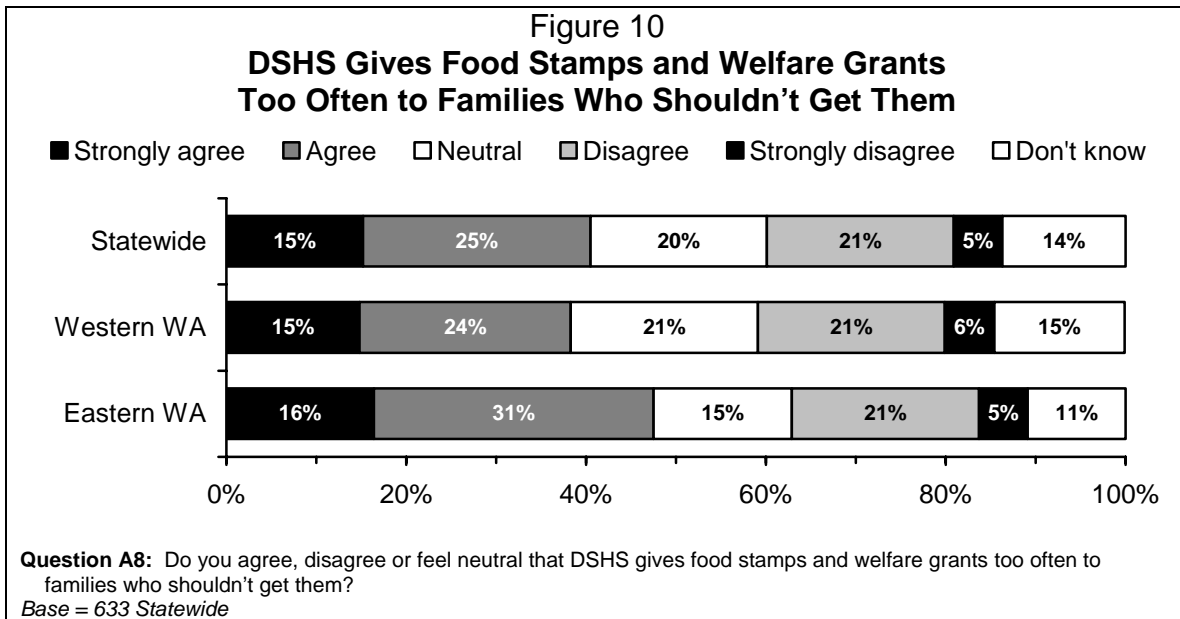
- Residents of Eastern Washington (30%), compared to Western Washington residents (22%)
- Hispanic respondents and other minorities (34% agreed that medical services are too often given to undeserving families), compared to White non-Hispanics (22% agreed)
- Those who had not graduated from college (28%) compared to college graduates (14%)
- All other ages (26%), compared to those aged 25-34 (15%)

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

- College graduates (53% disagreed), compared to respondents lacking college diplomas (34%)
- All other ages (41%), compared to those 75 years or older (12%)

## NEEDY FAMILIES: DISTRIBUTION OF FOOD STAMPS AND WELFARE GRANTS

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



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

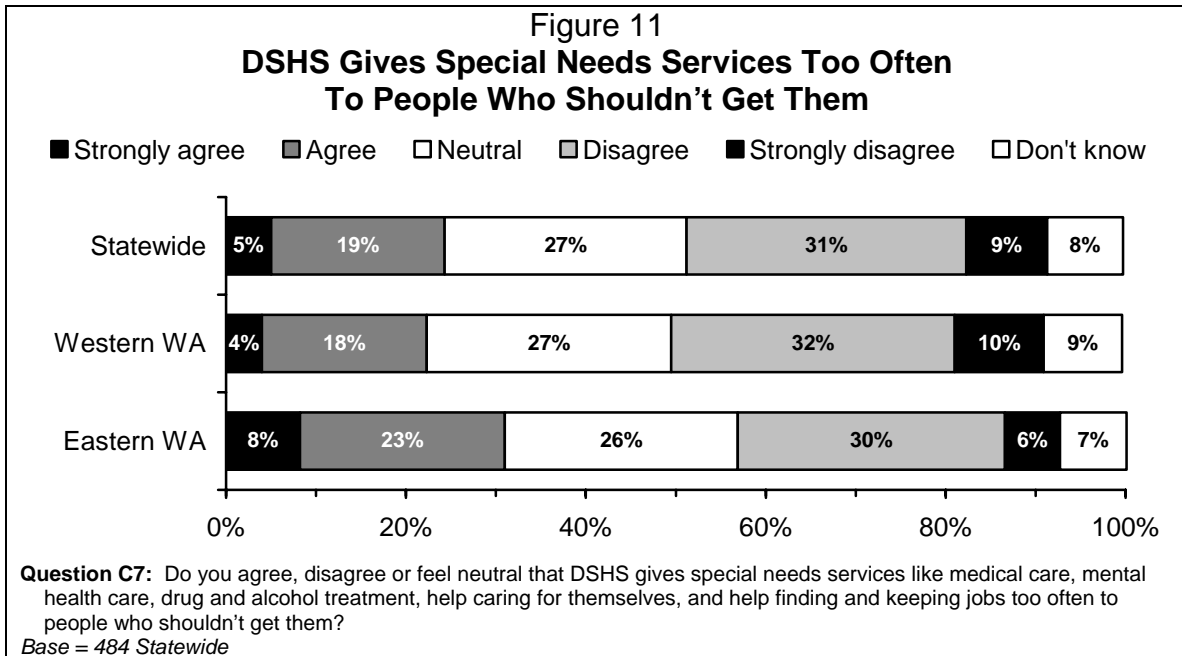
- Eastern Washington residents (48%) versus Western Washington residents (38%)
- Those without college diplomas (46% agreed that these services are given to those who should not get them), compared to college graduates (28%)

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

- College graduates (38% disagreed), versus those without college diplomas (21%)
- Those aged 18-45 (29%), compared to those 75 and older (11%)

## PEOPLE WITH SPECIAL NEEDS: DISTRIBUTION OF SPECIAL SERVICES

About one out of four respondents (24%) agreed or strongly agreed that, “DSHS gives special needs services like medical care, mental health care, drug and alcohol treatment, help caring for themselves, and help finding and keeping jobs too often to people who shouldn’t get them.” Of the remainder, 40% disagreed or strongly disagreed, and 35% were neutral or didn’t know. See Figure 11 for details.



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

- Residents of Eastern Washington (31% agreed that special needs services are given to the undeserving), compared to Western Washington residents (22%)
- Male respondents (30%), compared to females (20%)
- Those aged 65-74 years (38%), compared to those between 35 and 44 years of age (18%)

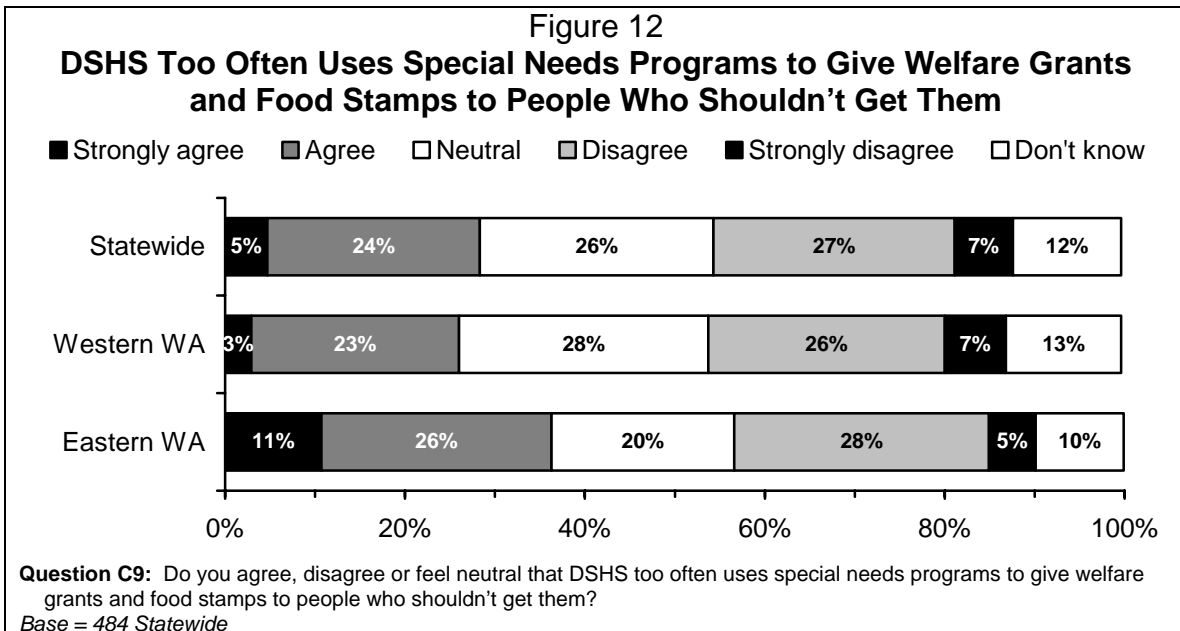
Subgroups more likely than others to think these special needs services are given to those who should get them (that is, they tended to disagree or strongly disagree with the statement) include:

- College graduates (55% disagreed), compared to those with less education (33%)
- Those aged 18 to 64 years (42%), compared to those 75 or older (23%)



## PEOPLE WITH SPECIAL NEEDS: DISTRIBUTION OF GRANTS & FOOD STAMPS

Almost three out of ten (28%) respondents agreed or strongly agreed that “DSHS too often uses special needs programs to give welfare grants and food stamps to people who shouldn’t get them.” As Figure 12 indicates, 33% disagreed or strongly disagreed, while 38% were neutral or didn’t know.



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

- Eastern Washington residents (36%), compared with residents of Western Washington (26%)
- Those without a college diploma (33% agreed that these services are given to the undeserving), compared to college graduates (19% agreed)
- People 18-24 years old (43%) and 65-74 years old (45%), compared to those aged 25-44 years old (21%)

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

- College graduates (46%), compared to those with some college or less education (27%)
- Persons aged 18 to 64 years old (36%), compared to those over 74 (12%)
- Those who with personal experience with special needs programs (44%), compared to those without such experience (30%)

## INTERACTION BETWEEN PERCEPTIONS OF ACCESS: DIFFICULTY AND DISTRIBUTION

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

### ACCESS: A MULTI-DIMENSIONAL CONCEPT

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

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

Table 1 Interaction Between Perceptions of Access			
OF THOSE WHO BELIEVED THAT THESE SERVICES	HAVE THESE CHARACTERISTICS	THIS %	ALSO BELIEVED THAT THESE SERVICES ARE
<b>For Needy Families</b>			
Medical Services	Too Difficult	<b>27%</b>	Given to the Undeserving
Medical Services	Not Too Difficult	26%	Given to the Undeserving
Medical Services	Given to the Undeserving	<b>25%</b>	Too Difficult
Medical Services	Not Given to Undeserving	23%	Too Difficult
Food Stamps & Welfare	Too Difficult	<b>47%</b>	Given to the Undeserving
Food Stamps & Welfare	Not Too Difficult	45%	Given to the Undeserving
Food Stamps & Welfare	Given to the Undeserving	<b>20%</b>	Too Difficult
Food Stamps & Welfare	Not Given to Undeserving	18%	Too Difficult
<b>For Those with Special Needs</b>			
Special Services	Too Difficult	<b>32%</b>	Given to the Undeserving
Special Services	Not Too Difficult	24%	Given to the Undeserving
Special Services	Given to the Undeserving	<b>39%</b>	Too Difficult
Special Services	Not Given to Undeserving	30%	Too Difficult
Food Stamps & Welfare	Too Difficult	<b>44%</b>	Given to the Undeserving
Food Stamps & Welfare	Not Too Difficult	29%	Given to the Undeserving
Food Stamps & Welfare	Given to the Undeserving	<b>29%</b>	Too Difficult
Food Stamps & Welfare	Not Given to Undeserving	18%	Too Difficult
<b>Note:</b> For the purposes of this analysis, "Not Too Difficult" and "Not Given to Undeserving" included neutral responses. "Don't Know" responses are excluded from the analysis. Data used to construct this table are unweighted, to better contrast individual responses.			

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

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

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

## **ILLUSTRATIVE COMMENTS**

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

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

*“People that really need the help don’t get it, and people that really don’t need it get it.”*

*“A lot of time people who need it don’t get it, and people who don’t need it get it.”*

*“Keep helping the people that really need it and not give it to people that don’t need it.”*

*“There are people who are on it, who shouldn’t be on it and they take it away from people who should be on it.”*

*“I certainly believe that the system mostly works for the aggressive and people who are proactive. The people who need it most are often missed.”*

*“Be more alert to people abusing the system, but not neglecting the people in need.”*

*“I would like to see people that are really trying to get their life together be helped more than people that are trying to be supported by the system.”*

#### **RECOGNIZING THE CHALLENGE**

*“Just make sure they are needy, but I don’t really know how to do that.”*

*“I think they should do a little more investigating in the family background so there isn’t fraud. I know it’s hard though.”*



## RECOMMENDED CHANGES IN DSHS

The final question of the survey asked, “What changes should DSHS make in how they serve needy families, children and youth, and persons with special needs.” This question was the only survey question that asked for narrative comments. Of the 800 survey respondents, 438 answered this question.

Table 2 below shows the number of comments addressing each of the major themes that emerged in responses to this concluding question. The table shows the total number of comments, as well as the number from Western and Eastern Washington. Because this survey included an extra sample from Eastern Washington to increase understanding of that region, the total unweighted statewide responses would contain more input from Eastern Washington than would be obtained using a statewide random sample. To provide a more representative view, the statewide responses are weighted. The Statewide Weighted column in the table shows the number of responses addressing each theme when the responses are weighted to reflect the actual state population distribution by sex, age and Western/Eastern Washington residence.

<b>TABLE 2</b>			
<b>Suggestions for Change - Comments by Topic Area</b>			
	<b>Statewide Weighted</b> (n=438 <sup>17</sup> )	<b>Western WA</b> Unweighted (n=243)	<b>Eastern WA</b> Unweighted (n=195)
<b>DISTRIBUTION OF SERVICES</b>	208 (50%)	117 (48%)	106 (54%)
<b><i>MORE SCREENING AND MONITORING</i></b>	<i>91 (22%)</i>	<i>53 (22%)</i>	<i>45 (23%)</i>
<b><i>EASE REQUIREMENTS/MAKE EASIER</i></b>	<i>60 (14%)</i>	<i>36 (15%)</i>	<i>23 (11%)</i>
Ease general eligibility standards/help needy	41 (10%)	25 (10%)	17 (9%)
Ease eligibility standards – Food Stamps	2 (0%)	1 (0%)	1 (1%)
Ease eligibility standards – Time and Work	1 (0%)	0 (0%)	1 (1%)
Make it easier to get DSHS Help	19 (5%)	11 (5%)	6 (3%)
<b><i>TIGHTEN REQUIREMENTS</i></b>	<i>44 (11%)</i>	<i>22 (9%)</i>	<i>27 (14%)</i>
Tighten general eligibility standards	27 (7%)	14 (6%)	14 (7%)
Tighten eligibility standards – Food Stamps	7 (2%)	4 (2%)	3 (2%)
Tighten eligibility standards – Time and Work	14 (3%)	6 (2%)	11 (6%)
<b><i>OTHER , MIXED, NEUTRAL re: Standards</i></b>	<i>34 (8%)</i>	<i>19 (8%)</i>	<i>21 (11%)</i>
<b><i>IMMIGRANTS, NON-CITIZENS, MINORITIES</i></b>	<i>21 (5%)</i>	<i>9 (4%)</i>	<i>16 (8%)</i>
Less Services to Immigrants, etc.	14 (3%)	5 (2%)	11 (6%)
More Services to Immigrants, etc.	3 (1%)	2 (1%)	0 (0%)
Other Related Comments	6 (1%)	3 (1%)	5 (3%)

<sup>17</sup> 438 respondents gave narrative responses to the survey question. When weights were applied, those who gave narrative responses totaled 416 of the 800 respondents – 317 from Western Washington and 99 from Eastern Washington.

<b>DSHS AND STAFF</b>	<b>64 (15%)</b>	<b>38 (16%)</b>	<b>30 (15%)</b>
Good job; nothing needs to change	11 (3%)	4 (2%)	8 (4%)
Suggestions for Change	49 (12%)	31 (13%)	19 (10%)
<b>SPECIFIC PROGRAMS</b>	<b>58 (14%)</b>	<b>32 (13%)</b>	<b>33 (17%)</b>
More/Better Child Protection	22 (5%)	15 (6%)	8 (4%)
More/ Better Child and Youth Services	9 (2%)	4 (2%)	9 (5%)
More/ Better Elder Services	8 (2%)	3 (1%)	7 (4%)
Suggestions for Other Programs	25 (6%)	12 (5%)	17(9%)
<b>RESOURCES</b>	<b>61 (15%)</b>	<b>39 (16%)</b>	<b>22 (11%)</b>
Need More DSHS staff, smaller caseloads	47 (11%)	30 (12%)	17 (9%)
More DSHS Funding	16 (4%)	11 (5%)	4 (2%)
More Financial Help to Clients	12 (3%)	7 (3%)	5 (3%)
<b>EFFICIENCY</b>	<b>59 (14%)</b>	<b>37 (15%)</b>	<b>22 (11%)</b>
DSHS Organization	24 (6%)	14 (6%)	9 (5%)
Accessibility, accountability, cost containment	18 (4%)	11 (5%)	5 (3%)
Decrease paperwork, bureaucracy, regulation	12 (3%)	9 (4%)	3 (2%)
Reduce wait times – phone calls & services	7 (2%)	4(2%)	5 (3%)
<b>ADVERTISING / INFORMATION</b>	<b>32 (8%)</b>	<b>22 (9%)</b>	<b>6 (3%)</b>
<b>PREVENTION/TRAINING</b>	<b>16 (4%)</b>	<b>8 (3%)</b>	<b>12 (6%)</b>

**Question D2:** What changes do you think DSHS should make in how they serve needy families, children, youth and persons with special needs?

**Notes:** Numbers in bold represent all the respondents who made any comments covered in that major topic area. The subcategories listed below a major topic may total to a larger number than that listed for the topic, because a respondent may make comments that fall in more than one sub-topic area. Conversely, some comments fall into a major topic area, but are so infrequent that no subtopic is listed.

***Distribution of Services.*** By far the largest single theme addressed in the narrative responses to this question was distribution of DSHS services. More than half of those who made narrative comments (223 of the 438 who made comments) addressed access to and distribution of services. Much of the emphasis on distribution of services was undoubtedly prompted by the survey questions -- more than half of the survey questions preceding the narrative question addressed the accessibility and fairness of DSHS service distribution. However, the preponderance of comments addressing this issue shows it to be of strong interest.

As indicated in discussions of earlier questions, the opinions about distribution of services are mixed. The most frequent narrative responses concerned screening and monitoring of service recipients; 98 respondents suggested increased screening, monitoring, and fraud investigation. In the next most common response, 59 respondents suggested easing eligibility standards and/or making it easier to get services from DSHS. On the other hand, 49 respondents suggested making standards more stringent; 17 of these suggested more time

limits and/or work requirements. Additionally, 40 respondents gave mixed or neutral responses about distribution of services and eligibility standards. Many of these comments expressed the desire to make it easier for the deserving to get services, while barring the way for the undeserving. A number of respondents suggested that DSHS requirements should be more “flexible.” Citizenship, immigration status and race also figured into the discussion of service distribution; 16 respondents suggested restricting services to immigrants and/or those who are not citizens or English speakers, while 2 respondents suggested that these groups should get more services. Also, 8 respondents made comments addressing other aspects of service delivery to minorities and immigrants.

Respondents from Eastern Washington were more likely than those from Western Washington to suggest tightening eligibility requirements and restricting DSHS services to immigrants and non-citizens. Respondents from Western Washington were more likely to advocate making it easier to get DSHS services.

Representative comments addressing access to and distribution of services can be found earlier in this publication:

*Screening, Monitoring and Tightening Requirements – pages 34-38*

*Making Access Easier – pages 22-25*

*Mixed messages – pages 46-67*

**DSHS and Staff:** 68 respondents made general comments addressing DSHS and its staff; 12 of these expressed satisfaction with current performance and no desire for change. The remainder voiced a desire for change or increased training for staff. More respondents from Eastern Washington praised DSHS staff. Respondents from Western Washington were more likely to give suggestions for changes.

Examples of positive comments can be found on page 10. Following are representative comments advocating change in DSHS and staff:

*“You have to have well trained people, so they know how the people might be working the system and can determine true need.”*

*“I think the people they have should be a lot more oriented to the true needs of others. Although, most of the people I’ve come in contact with have been very nice.”*

*“I think they should stop being so high and mighty and rude to people who come in needing help. Quit acting like it’s their money they’re giving out.”*

*“Well, I think the main problem is it’s just a huge bureaucracy, and the people get treated as a number or a case instead of a name.”*



*"I don't like some of their workers, I think some of them are rude. Just because they have 200 or 300 cases, they shouldn't be rude."*

*"They need to a one-on-one basis and hire people that care about the people and are not just there to advance in their jobs. They care too much about their careers than they do about the children they're supposed to help."*

*"They need to show more compassion to a person's individual needs."*

**Specific Programs:** 65 respondents addressed specific DSHS programs. The most commonly mentioned program was child protective services; 19 respondents called for more aggressive child protection, 2 expressed concern about false allegations, and 2 expressed concern for parents and family reunification. Suggestions for expansion or improvement in services for children and youth were made by 13 respondents, while 10 addressed elder care. More respondents from Western Washington addressed child protection issues, while those from Eastern Washington more frequently addressed other specific programs.

Representative comments about specific programs:

*"I think there should be more help for the elders. Dental and eyeglasses should be addressed, and all children should have health care provided."*

*"They have to make children a higher priority."*

*"Children fall through the cracks."*

*"There needs to be some kind of change in the system so doctors accept the medical coupons, so the kids can get quality healthcare . . . They need to be able to foster children in childcare that is not licensed, especially in rural areas."*

*"We need to focus more on taking care of seniors."*

*"The older people need more help than the younger people because they can still work."*

*"Help people with mental disabilities and tell them when they're getting sanctioned so they have to lose their home."*

*I think they should help the mentally ill more and the borderline single parent working poor."*

*"I totally disagree with DSHS supervising released sex offenders who go to a minimum wage job and play golf and they go back to McNeil Island for the night. It's just a big waste of money."*

*"I can't find a dentist because I can't find someone who takes state insurance. Also the co-pay is too high. My granddaughter could not get her meds because she didn't have money for the co-pay."*

*"Intervene in child abuse cases quicker."*

*"Children need to be taken out of abusive situations quicker than they are, but I realize they are short staffed."*

*"More manpower to investigate child abuse."*

*"I feel they should get more involved in the claims by parents with false claims when it comes to youths and adolescents. They should do better investigations."*

**Resources:** 61 respondents expressed a need for increased DSHS resources. Of these, 47 said that DSHS needs more staff, smaller caseloads and/or less staff turnover; 15 said DSHS needs better funding; and 12 said that DSHS clients need more financial help. Respondents from Western Washington were more likely to mention the need for more DSHS staff and funding.

Representative comments about the need for more resources:

*"More money, more people, and more training."*

*"DSHS needs more people, more employees, and more advertising to get it out there."*

*"They need more staff to see the needs for families."*

*"The fact that they are understaffed means the quality of work is going down."*

*"They need more workers. They have a job bigger than what they can do."*

*"They need more personnel and less caseloads. I believe if case workers had less work, they could screen more effectively."*

*"I think they need more funding."*

*"They don't get enough money to do what they need to do."*

*"Probably to not make any budget cuts would be the best thing they can do for them."*

*"Raise the GAU grant that runs \$400 a month. They need to give dental insurance to people that are on GAU. I used to be on it and that's why I mentioned it. I think it needs to be more than that amount because it's been like that for years."*

*“More money going to nursing homes and needy people.”*

*“Financial aid is what is needed most.”*

**Efficiency:** 59 respondents spoke to efficiency and process issues within DSHS. Of these, 23 talked about the organization of DSHS; 16 suggested changes to increase accessibility, cost containment, and accountability; 12 suggested changes to decrease paperwork, bureaucracy, red tape and regulation; and 9 requested reduced waiting times for phone calls and services. On the whole, respondents from Western Washington were more likely to mention efficiency issues, although more from Eastern Washington addressed wait times.

Comments about paperwork and processing time can be found on pages 22 and 23. Other representative comments about efficiency:

*“An entire overhaul of the system.”*

*“I think they should break the services into different groups, so they can specialize the services.”*

*“A focused, targeted approach. The umbrella they cast is too large.”*

*“I think, like many other public services, they’ve taken on too much of a task. I think they are trying to do too much with their resources.”*

*“Making the administration they have more accountable, either to the legislature or to the state government.”*

*“I think there is a greater amount of accountability needed by the administration and by the staff to perform their jobs to the best of their ability.”*

*“They need more regulations.”*

*“Less regulations.”*

*“They need responsive case workers who return my calls.”*

**Advertising and information:** All but 2 of the 28 respondents who mentioned advertising felt that DSHS should increase the public awareness of available services. More respondents from Western Washington addressed this issue. Representative comments about advertising and information are found on pages 24 and 25.

**Prevention and Training.** Finally, 20 respondents addressed prevention and training. Most spoke about job training and job search programs, such as WorkFirst. Most called for more or better job-related programs as a way to end dependency on DSHS. Several suggested specific changes in the administration

of these programs. More respondents from Eastern Washington addressed this issue. Representative comments about prevention and training:

*“Instead of focusing so much on the problems no, work more on prevention activities.”*

*“Programs for training those who are unable to work. They should have special training for those, as well as mothers.”*

*“Well, I think they should help train people to get on their own. Help people help themselves.”*

*“More programs like WorkFirst. Provide counseling for people to be more productive.”*

**Changes from 2001 survey.** The number, length and diversity of comments in 2003 was significantly lower than in the 2001 survey. This trend may be an inadvertent result of a change in the survey contract. In 2001, the interviewers from Gilmore Research Group typed each comment rapidly, without regard to spelling or punctuation. DSHS staff spent many hours readying the comments for publication. In 2003, the contract requested that the narrative comments have correct spelling and punctuation. It appears that the procedures to ensure correct spelling and punctuation instituted by the research group may have inhibited the comment collection process.

**All Narrative Comments.** A complete set of survey comments and the demographic characteristics of the respondent who made each comment, is available along with this report number 11.116 on the DSHS Research and Data Analysis website at <http://www1.dshs.wa.gov/RDA/>.



**APPENDIX 1:  
DEMOGRAPHIC PROFILE**

<b>Demographic Profile</b>						
	<b>Statewide</b> (n=800)		<b>Western WA</b> (n=470)		<b>Eastern WA</b> (n=330)	
	<b>Unweighted</b>	<b>Weighted<sup>1</sup></b>	<b>Unweighted</b>	<b>Weighted<sup>1</sup></b>	<b>Unweighted</b>	<b>Weighted<sup>1</sup></b>
<b>Prior Work for DSHS</b>						
Yes – DSHS	4%	3%	4%	3%	4%	3%
Yes – contracting agency	10	9	10	9	10	10
Yes, both	1	<1	<1	<1	1	1
No	84	85	84	85	84	85
Don't know	2	2	3	2	2	1
Refused		-	-	-	-	-
<b>Age</b>						
18 to 24	10%	13%	10%	12%	9%	14%
25 to 34	20	19	20	20	19	17
35 to 44	21	22	22	23	19	21
45 to 54	21	19	22	19	20	18
55 to 64	13	11	10	11	16	11
65 to 74	9	8	8	8	9	9
75+	7	7	7	7	6	8
Refused	<1	1	<1	<1	1	<1
<i>Mean</i>	<i>45.6</i>	<i>44.7</i>	<i>44.9</i>	<i>44.5</i>	<i>46.6</i>	<i>45.2</i>
<b>Education</b>						
Less than high school graduate	8%	7%	5%	5%	13%	14%
High school graduate or GED	31	30	31	30	31	30
Some college	30	30	30	29	31	31
College graduate	18	20	20	21	15	15
Beyond college grad	12	12	14	13	10	9
Refused	1	1	2	1		-
<b>Race *</b>						
White	83%	83%	82%	82%	85%	84%
Black / African American	3	4	5	4	1	1
Asian	3	3	4	4	2	1
Native Hawaiian / Pacific Islander	1	1	1	1	<1	-
American Indian / Alaska native	4	3	3	3	4	3
Something else	6	6	4	4	10	11
Don't know	1	1	1	1	<1	-
Refused	2	2	2	2	1	1
<b>Hispanic</b>						
Yes	8%	7%	5%	5%	12%	13%
No	92	93	95	95	88	87
Refused	1	<1	1	1	<1	-

\* Race percentages total to more than 100% because respondents were allowed to identify themselves as belonging to more than one race.

**Demographic Profile  
(continued)**

	Statewide (n=800)		Western WA (n=470)		Eastern WA (n=330)	
	Unweighted	Weighted <sup>1</sup>	Unweighted	Weighted <sup>1</sup>	Unweighted	Weighted <sup>1</sup>
<b>Income</b>						
<\$10,000	6%	5%	5%	5%	8%	7%
\$10,000 to <\$15,000	5	4	4	3	8	7
\$15,000 to <\$20,000	6	6	5	5	8	7
\$20,000 to <\$25,000	8	8	7	7	10	10
\$25,000 to <\$35,000	14	14	15	15	12	13
\$35,000 to <\$50,000	15	15	14	15	16	16
\$50,000 to <\$75,000	14	13	14	13	13	13
\$75,000 or more	17	18	19	20	13	13
Don't know	5	5	5	5	6	7
Refused	10	11	13	12	6	7
<i>Midpoint of Median Income Range</i>	\$42,500	\$42,500	\$62,500	\$62,500	\$42,500	\$42,500
<b>Gender</b>						
Male	40%	49%	40%	49%	41%	49%
Female	60	51	60	51	59	51
<b>Interview Language</b>						
English	97%	98%	99%	99%	95	95%
Spanish	3	2	1	1	5	5

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





**APPENDIX 2:  
SURVEY METHODOLOGY**

## **SURVEY METHODOLOGY**

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

### **QUESTIONNAIRE**

The original questionnaire was drafted by the Washington State Department of Social and Health Services in 2001. With only minor revisions which involved re-ordering of questions, the 2003 questionnaire was sent to Gilmore for CATI programming. Gilmore used the Voxco CATI (Computer Assisted Telephone Interview) system by Voxco, Montreal. After programming and checking for skip patterns, randomly drawn households in Washington were called, screened and taken through the survey.

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

The final length of the questionnaire was 11 minutes, on average over the 800 completed interviews.

### **SAMPLE**

Gilmore purchased the sample from Genesys Sampling Systems. The sample was a draw of random digit telephone numbers within Washington as a whole, with an extra draw across the counties that make up Eastern Washington. The complete disposition of the sample, 3603 numbers, is presented in Appendix 2, Table A1.

### **FIELDING PROCESS**

The survey was fielded between May 5, 2003 and June 17, 2003. Interviews were conducted in English and Spanish. Supervisors monitored interviewers on each calling shift.

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

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

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

Table A1 Disposition of Sample		
Disposition Category	-n-	%
<b>Interview</b>		
Completed interview (C)	800	22%
Terminated <sup>1</sup> (I)	40	1%
<b>Eligible HH, Non-interview</b>		
<u>Refusal</u> <sup>2</sup>		
Selected respondent refused (R)	79	2%
HH refused start/refused selection info (R)	552	15%
<u>Unable to reach respondent or HH</u>		
Respondent never available <sup>3</sup> (NR)	65	2%
Selected person gone for duration of study (NR)	28	<1%
Answering machine/seems to be a HH (NA)	174	5%
<u>Other</u>		
Physical problem (ill, hearing, etc.) (P)	42	1%
Language barrier (other than Spanish) (L)	40	1%
<b>Unknown</b> <sup>4</sup>		
No answer (NA)	495	14%
Constant busy (B)	146	4%
<b>Non Eligible</b>		
Disconnected/technical phone problem (D)	610	17%
Business/group quarters (BF)	218	6%
Fax/modem/pager (BF)	300	8%
Teen or 2nd phone in HH (NE)	5	<1%
Outside Washington (NE)	8	<1%
Vacation home (NE)	1	<1%
<b>Total</b>	<b>3603</b>	<b>100%</b>

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

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

<sup>3</sup> Callback times were set but person was not available at any of the set times.

<sup>4</sup> Minimum of 12 attempts on different days and different times of day—weekday and weekend.

## RESPONSE RATES

### Respondent Contacted

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

### Not Eligible

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

### No Respondent Contact

NA=No answer  
B=Busy

**CASRO Response Rate: 38%**

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

**Upper Bound, or Cooperation Rate: 54%**

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

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

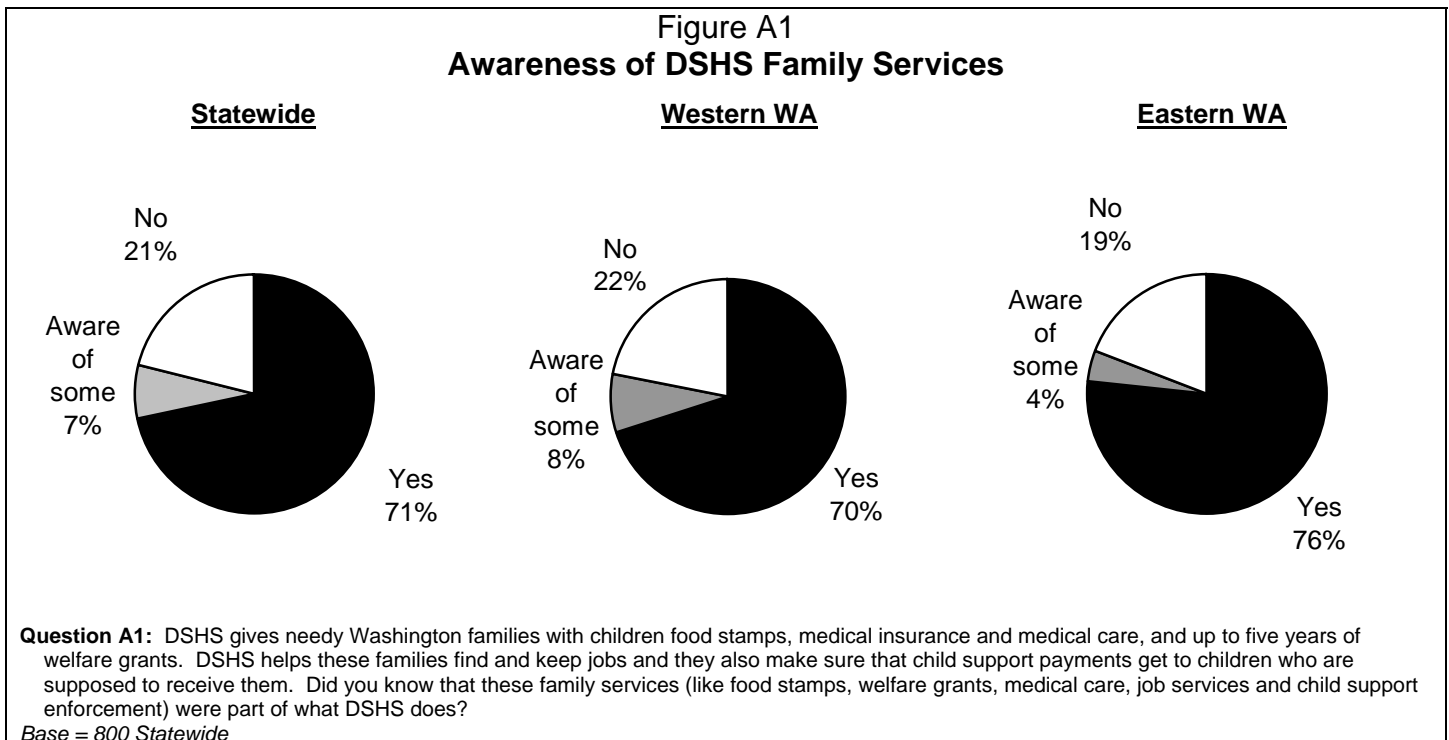
**APPENDIX 3:  
AWARENESS OF DSHS FAMILY SERVICES, SERVICES FOR  
CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES**

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

Respondents were asked whether they knew about each of three areas of service provided by DSHS to Washington residents: family services, child and youth services, and services for special needs. Significantly more (71%) said they were aware of DSHS family services, than said they were aware of services for children and youth (57%) or services for persons with special needs (56%).

### AWARENESS OF PROGRAMS: FAMILY SERVICES

Figure A1 shows that nearly three-quarters of statewide respondents (71%) said they knew that DSHS provides needy Washington families with children services such as food stamps, medical insurance, medical care and up to five years of welfare grants.



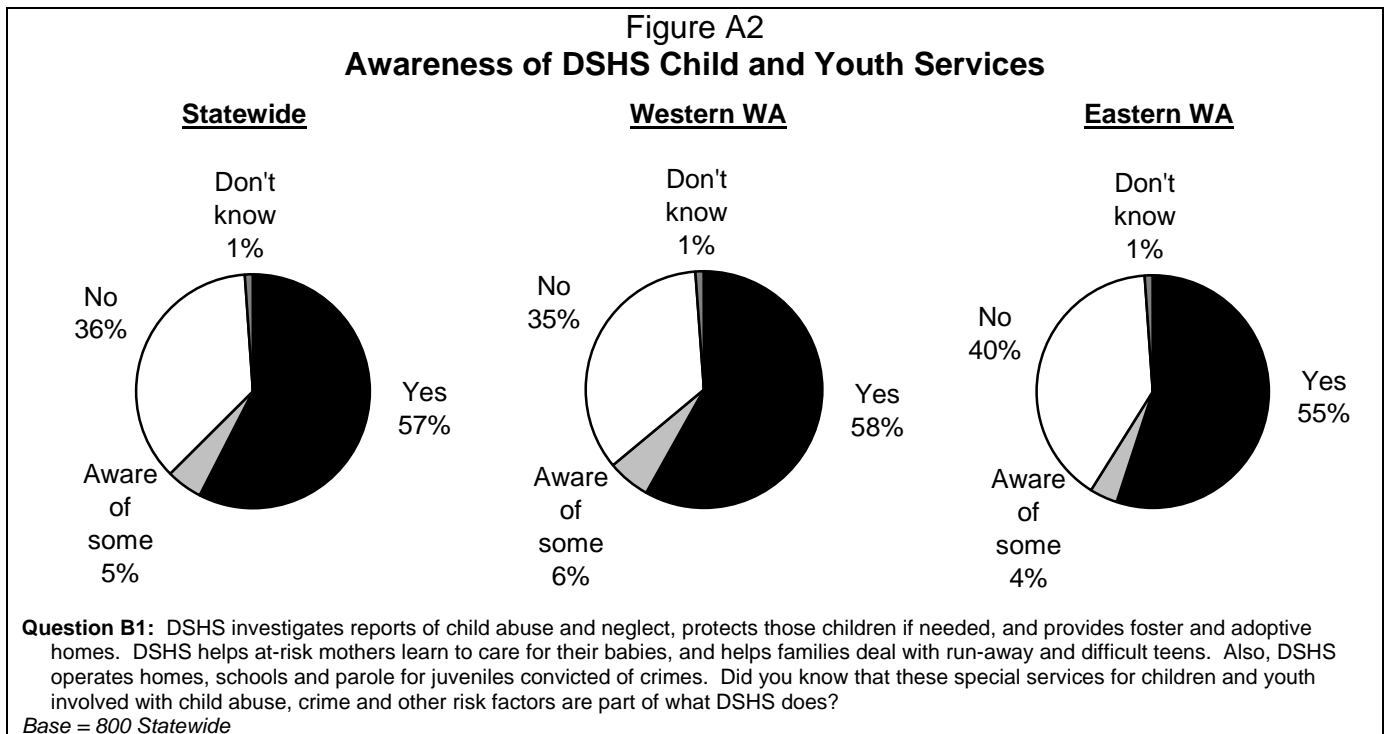
Statewide, subgroups that were more likely to say they knew about DSHS services to needy Washington families included:

- Females (79%), rather than males (63%)
- Respondents age 25 to 34 years old (76%), and 45 to 64 years old (79%), compared to 18 to 24 year-olds (59%), and those 75 and older (60%), and also 55 to 64 year-olds (83%), compared to 35 to 44 year-olds (68%)

- Those who said they had personal experience with DSHS family services (90%)<sup>18</sup>, compared to those who didn't (62%)
- Those who said they had personal experience with DSHS child and youth services (91%), compared to those who lacked this experience (68%)
- Those who said they had personal experience with DSHS services for special needs (88%), compared to those who lacked this experience (69%)
- Those who named the workplace as their source of information about DSHS services (90%), rather than newspapers and magazines (83%), TV and radio (81%)
- Those who disagree that DSHS does a good job overall (92%), compared to those who agree (74%), and both of those groups compared to those who are neutral (64%)

### AWARENESS OF PROGRAMS: CHILD AND YOUTH SERVICES

Over half of the respondents statewide (57%) said they knew about the special services that DSHS provides for children and youth, including investigations of reports of child abuse and neglect, child protection (if needed), foster and adoptive homes, help for at-risk mothers, run-away and difficult teens, and homes, schools and parole for juveniles convicted of crimes. See Figure A2.



<sup>18</sup> Three percent of those with DSHS family service experience said they did not know that the services were part of what DSHS does; 7% knew some of the services were part of DSHS.



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

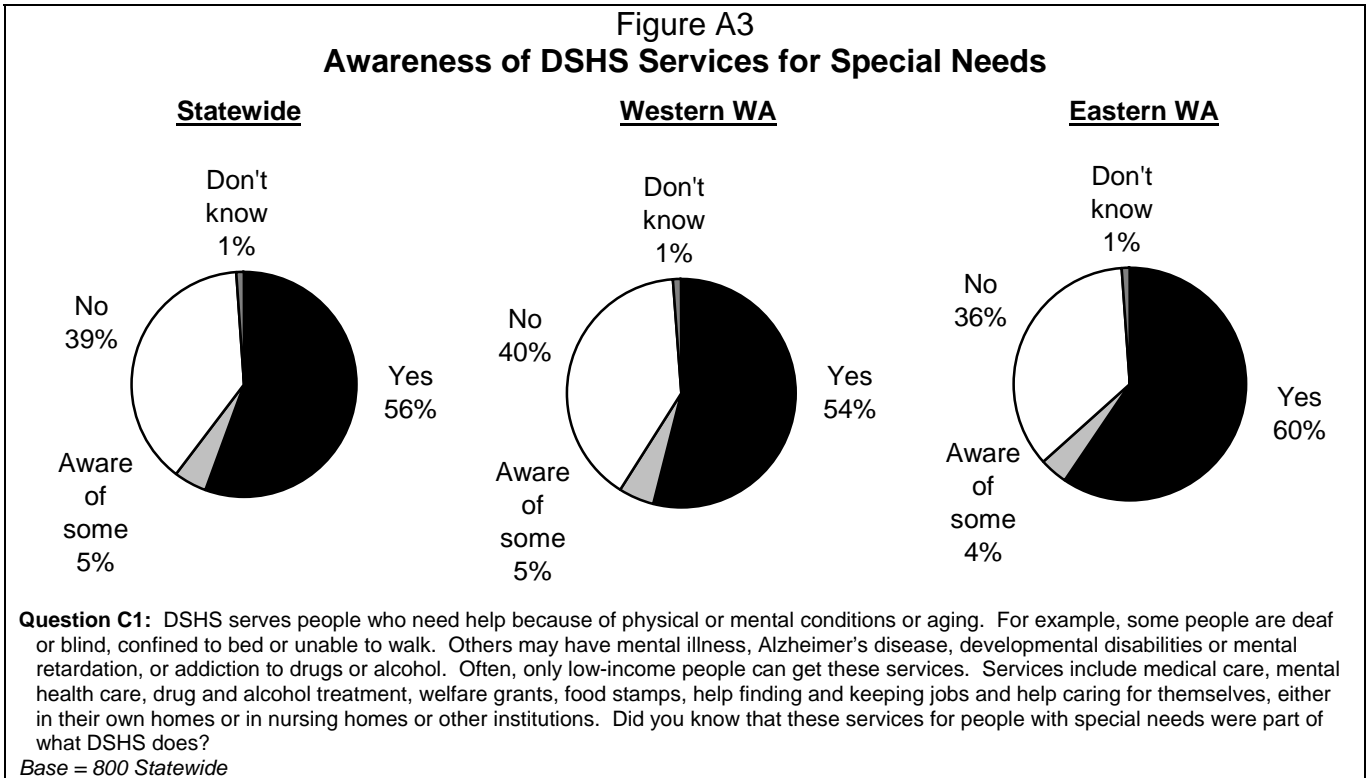
- Persons with some college education (63%), compared to respondents with a high school diploma or less education (49%)
- Respondents between 45 and 54 years old (62%), compared to 25 to 34 year-olds (50%); additionally, 65 to 74 year-olds (71%) compared to 18 to 34 year-olds (50%)
- White non-Hispanic respondents (59%), compared to minority non-Hispanic respondents (46%)
- Those who said they had personal experience with DSHS child and youth services (81%)<sup>19</sup>, as opposed to those without the experience (53%)
- Those who said they had personal experience with DSHS services for special needs (75%), compared to those lacking this experience (55%)
- Those who disagree that DSHS does a good job overall (82%), versus those who agree that it does a good job (54%) or who are neutral (61%)
- Those who named the workplace (79%), versus those who named family and friends (67%) as the source of information about DSHS

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<sup>19</sup> Fourteen percent of those with DSHS child and youth service experience said they did not know that the services were part of what DSHS does; 4% knew some of the services were part of DSHS.

## AWARENESS OF PROGRAMS: SERVICE FOR SPECIAL NEEDS

As Figure A3 indicates, a majority of statewide respondents (56%) said they knew about the services for special needs that DSHS provides to people who need help due to physical or mental conditions or aging.



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

- Persons age 35 to 74 years old (61%), compared to 18 to 24 year-olds (40%)
- Those who said they had personal experience with DSHS family services (67%), compared to those who said they didn't (50%)
- Those who said they had personal experience with DSHS child and youth services (68%), compared to those who lack this experience (53%)
- Those who said they had personal experience with DSHS special needs services (93%)<sup>20</sup>, compared to those who said they didn't (49%)
- Females (61%), versus males (50%)
- Those who had personal experience with family services (67%), compared to those who did not have this experience (50%)

<sup>20</sup> Three percent of those with DSHS special needs service experience said they did not know that the services were part of what DSHS does; 4% knew some of the services were part of DSHS.

- Those who disagree that DSHS does a good job overall (78%) versus those who agree (57%), and those who are neutral (51%)
- The workplace was identified as a source of information about DSHS (79%), more often than friends and relatives (68%), newspapers and magazines (70%), and TV and radio (69%)
- Those respondents with an income less than \$25,000 per year (62%), compared to those with an income between \$25,000 and \$49,999 per year (52%)

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

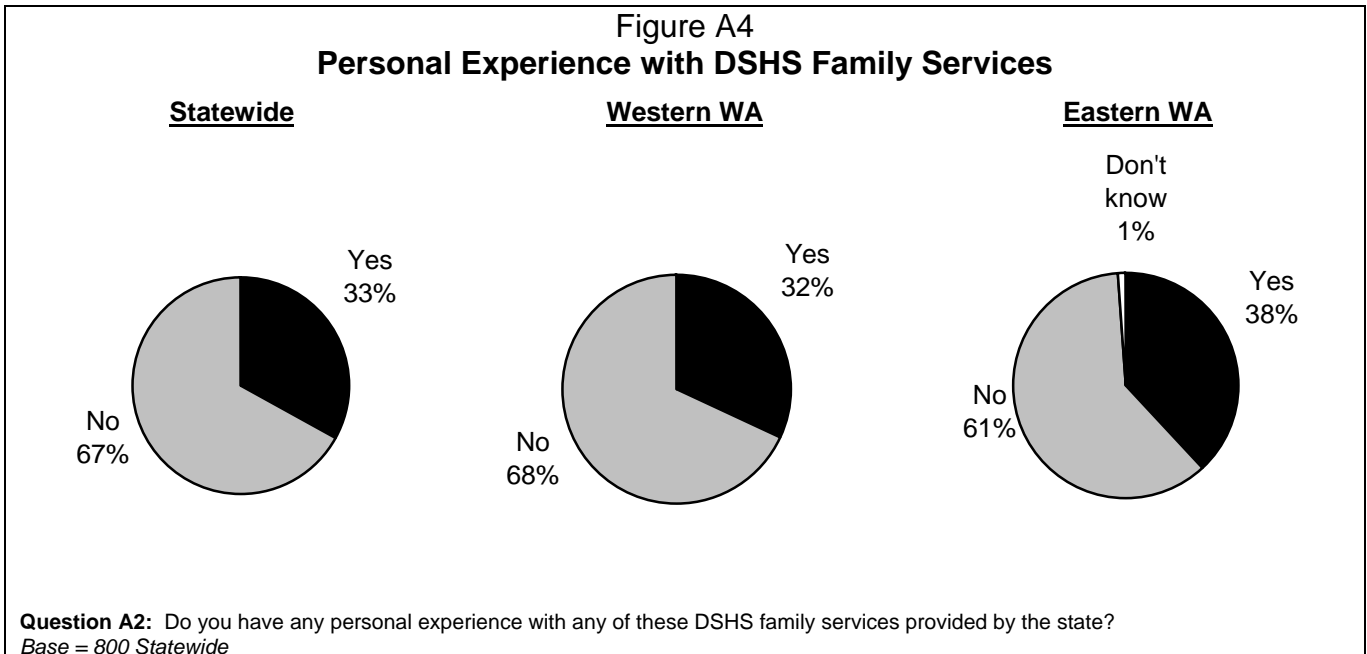
## PERSONAL EXPERIENCE WITH DSHS FAMILY SERVICES, SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES

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

A large majority of respondents reported having no personal experience with any of the three service areas. Those who did have experience with DSHS services were significantly more likely to have acquired it through family services (100%) than through services for child and youth services (65%) or special needs (62%).

### FAMILY SERVICES

As Figure A4 shows, two-thirds of respondents statewide (67%) said they had no personal experience with DSHS family services for needy families, including food stamps, medical care and welfare grants.



One-third (33%) answered “yes,” that they had personal experience with DSHS family services.

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

- Respondents younger than 65 years old (37%), compared to those 75 years old and older (14%)
- Females (39%), rather than males (26%)
- Persons with incomes less than \$25,000 per year (55%), compared to those with higher incomes between \$25,000 and \$49,999 (34%); and both of the groups with incomes less than \$50,000 compared to those with incomes of \$50,000 or more per year (20%)
- Respondents who did not graduate from college (37%), versus those who did (24%)
- Those who had personal experience with DSHS child and youth services (65%), versus those who had none (27%)
- Persons who said they had personal experience with DSHS services for special needs (62%), compared to those who said they did not have this experience (28%)
- Those who did not specify a source of information about DSHS services (55%), compared to those who identified friends and relatives (42%), newspapers and magazines (31%), TV and radio (34%), and the workplace (36%); additionally those who identified friends and relatives and public places (49%), compared to newspapers and magazines, and television and radio
- Non-Hispanic minority respondents (51%) and Hispanic respondents (51%), versus Non-Hispanic White respondents (30%)
- Those who agreed that DSHS does a good job overall (40%), versus those who disagree (37%), and those who are neutral (22%)

SOURCES OF FAMILY SERVICES EXPERIENCE

Table A2 shows that most of those who said they had family services experience explained that the experiences were acquired in the process of helping themselves, a family member or a friend (75%).

Table A2 Ways in Which Family Services Experiences Were Acquired			
	Statewide (n=264)	Western WA (n=199)	Eastern WA (n=65)
Helping myself / family / friend	75%	75%	74%
Part of my job	19	19	19
Child Support Enforcement	8	7	8
Second-hand knowledge	4	4	6
Other	3	3	2
Don't know / refused	2	1	3
<b>Question A3:</b> Did you get any of your experience with family services as part of your job, because you were helping yourself, a family member or friend, or in some other way? (Multiple response question. Percentages may add to more than 100%.)			

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

- Respondents who did not have a college degree (81%), compared to college graduates (56%)
- Respondents whose incomes total less than \$25,000 per year (85%), compared to those whose incomes total more than \$50,000 per year (65%)
- Persons 75 years old and older (100%), versus those 18 to 74 years old (74%)
- Hispanic (91%) and non-Hispanic minority respondents (85%), compared to non-Hispanic Whites (71%)
- Those who had no personal experience with DSHS child and youth services (80%), versus those who had experience (63%)
- Respondents who named as sources for information about DSHS services friends and relatives (78%), or public places (85%), compared to those who named workplace (61%), and also public places, compared to newspaper and magazines (68%)

Among those respondents who had experience with family services, the following were more likely to say that family services experiences were acquired as part of their jobs:

- Those with college experience (28%), versus those with a high school diploma or less education (7%)
- Those whose income totals \$50,000 or more per year (32%), versus those whose income totals less than \$25,000 per year (12%)
- Females (23%), versus males (12%)
- Non-Hispanic White respondents (21%), versus non-Hispanic minority respondents (10%)
- Those persons with experience with special needs services (32%), versus those who have not had this experience (14%)
- Those who identified the workplace (45%), as a source of information about DSHS services, compared to those who identified friends and relatives (17%), newspapers and magazines (23%), TV and radio (22%), other public places (15%) or no specified source (13%)

Among those respondents who had experience with family services, the following were more likely to say that family services experiences were acquired through contact with Child Support Enforcement:

- Males (13%), versus females (4%)
- Non-Hispanic White respondents (9%), compared to non-Hispanic minority respondents (2%)

Those respondents who have a high school diploma or less education (8%) were more like to say they had experience with family services through second hand knowledge, word of mouth or someone else’s experience, compared to those with a college education (1%).

Those respondents who had personal experience with children’s services (9%) were more likely to say they had experience with family services through other means, compared to those who did not have experience with children’s services (<1%).

**TYPE OF FAMILY SERVICES EXPERIENCE**

Respondents with DSHS family service experience said they had a number of different types of contact with those family services (Table A3). They were slightly more likely to mention having experience with medical care or insurance (61%), than food stamps, cash grants or job services (54%). Additionally, more than a third (35%) said they had experience with child support enforcement.

Table A3 Types of Experiences with Family Services			
	Statewide (n=264)	Western WA (n=199)	Eastern WA (n=65)
Medical care or insurance	61%	59%	67%
Food stamps / cash grants / job services	54	53	59
Child support enforcement	35	36	32
CPS / foster care	4	5	1
Other child / elder care	4	4	2
Other	5	4	6
Don't know / refused	2	2	3
<b>Question A4:</b> Which of these does your experience with family services involve? (Multiple response question. Percentages may add to more than 100%.)			

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

- Child support enforcement:
  - Persons with household incomes of \$50,000 or more per year (50%) were more likely than those with incomes of \$25,000 or less per year to have this experience (25%)
  - Those who are 45 – 54 years old (48%), compared to those 65 – 74 year olds (19%)
  - Those who are neutral about DSHS’s job performance (52%), versus those who agree DSHS job performance is good, overall (30%)
  
- Medical care or medical insurance:

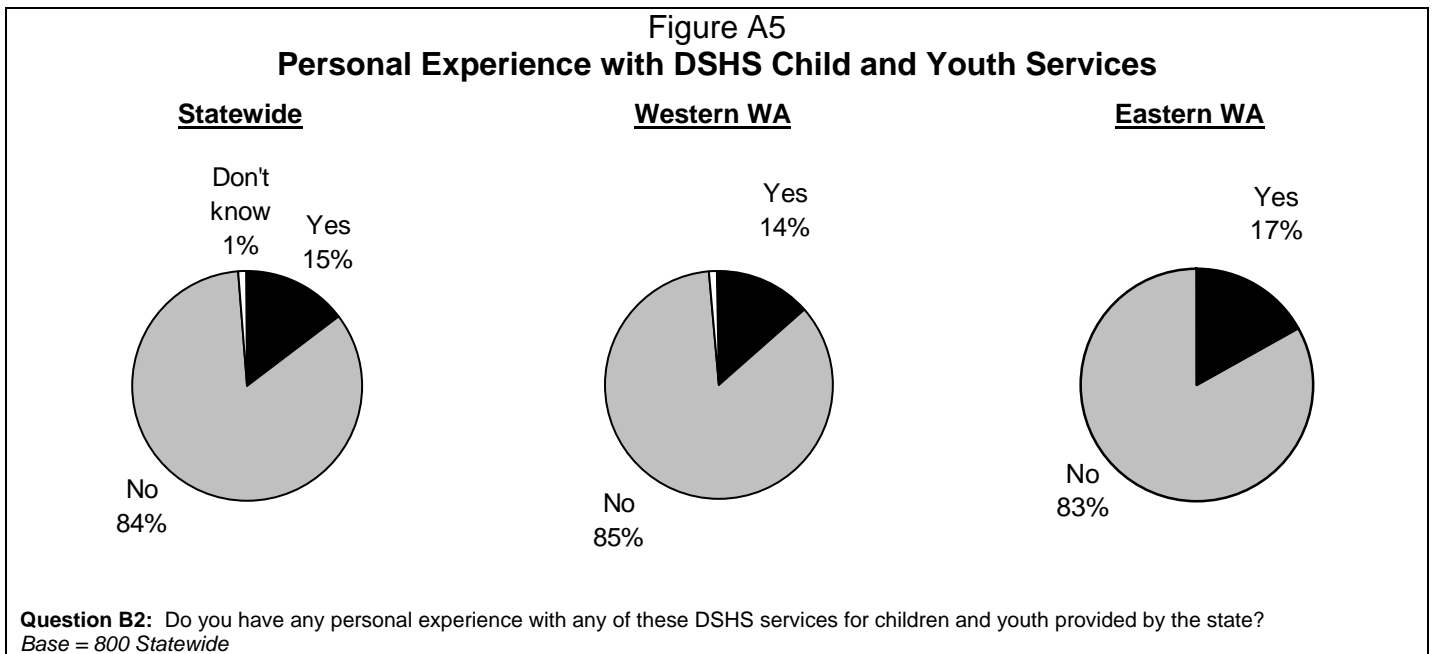


- Respondents ages 18 – 24 years old (79% had this experience), compared to those 45 – 74 years old (43%), additionally those 25 – 34 years old (69%) and those 75 years old or older (81%) compared to those 35 – 44 years old (64%)
- Non-Hispanic minority respondents were more likely to mention having this type of experience (78%), than non-Hispanic Whites (57%)
- Respondents who get their information about DSHS services from other public places (87%), rather than friends or relatives (66%), newspapers or magazines (54%), TV and radio (60%), the workplace (56%), or no specific source (58%)
- Those persons with a high school diploma or less education (69%), versus college graduates (46%)
- Respondents whose total income is \$25,000 or less per year (81%), versus those with a total income above \$25,000 per year (49%), additionally those whose total income is between \$25,000 and \$49,999 (57%), compared to those with a total income above \$50,000 (37%)
- Food stamps, cash grants or job services:
  - Respondents whose incomes total less than \$25,000 per year (62%), compared to those whose incomes total more than \$50,000 per year (40%)
  - Respondents age 18 to 24 years old (72%), versus 35 to 54 year-olds (46%)
  - Those who have experience with special needs services (65%), versus those who do not have this experience (50%)
  - Females (62%), versus males (42%)
- Other CPS/foster care services:
  - Those who have experience with children’s services (9%), versus those who do not have this experience (2%)
  - Those who identified workplace as a source of information about DSHS services (13%), compared to those who identified friends and relatives (3%), newspapers and magazines (3%), and TV and radio (2%)
  - College graduates (12%), versus those who had less education (2%)
  - Those whose total income exceeds \$50,000 or more per year (11%), versus those total income was less (1%)
- Those who had experience with other child or elder care services included more non-Hispanic White respondents (5%), than non-Hispanic minority respondents (1%)

- Those respondents who had experiences involving something else included more persons age 65 to 74 years old (26%), versus 18 to 34 year olds (2%) and 55 to 64 year olds (1%)

## CHILD AND YOUTH SERVICES

More than eight out of ten respondents (84%) said they had no personal experience with DSHS child and youth services. Fifteen percent (15%) said they had such experience.



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

- Younger than 75 years old (16%), compared to those age 75 years old and older (4%)
- Respondents with some college (20%), compared to those who have a high school education or less (12%)
- Respondents who had personal experience with DSHS services for needy families (29%), compared to those who had none (8%)
- Respondents who had personal experience with DSHS services for special needs (36%), compared to those who had none (11%)
- Those who disagree that DSHS does a good job overall (26%), versus those who are neutral (11%)
- Persons were more likely to obtain information about DSHS services from no specific source (36%), than from friends and relatives (19%), newspapers and magazines (16%), TV and radio (16%) or the workplace (23%)

## SOURCES OF CHILD AND YOUTH SERVICES EXPERIENCE

Table A4 shows the ways in which experience with child and youth services were acquired. Nearly half of the respondents statewide (49%) who with these experiences said that they were acquired while helping themselves, a family member or a friend. Thirty-two percent (32%) mentioned that they occurred while performing their jobs.

	Statewide (n=120)	Western WA (n=90)	Eastern WA (n=29)
Helping myself / family / friend	49%	48%	49%
Part of my job	32	30	38
Second-hand knowledge	10	12	5
Other	19	24	5
Don't know / refused	6	7	7
<b>Question B3:</b> Did you get any of your experience with services for children and youth as part of your job, because you were helping yourself, a family member or friend, or in some other way? (Multiple response question. Percentages may add to more than 100%)			

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

- Groups more likely to say that their child and youth service experience occurred while helping themselves, a family member or friend were:
  - Non-Hispanic minorities (70%), compared to non-Hispanic Whites (45%)
  - Respondents without a college degree (58%), versus college graduates (27%)
  - Respondents who mentioned no specific source of information about DSHS (66%), compared to those who mentioned the workplace (33%)
  - Those with incomes less than \$25,000 per year (67%), compared to those with income between \$25,000 and \$49,999 per year (38%)
- Those more likely to say that child and youth service experience occurred as part of their job were:
  - Those with some college education (32%), or a college degree (56%), as opposed to a high school education or less (10%); additionally, college graduates were more likely to have job-related experience than those having some college, but not a diploma
  - Those with incomes more than \$50,000 per year (53%), compared to those with incomes below \$25,000 per year (18%)
  - Those with experience with special needs services (50%), versus those who do not have this experience (23%)

- Respondents who identified the workplace as a source of information about DSHS services (63%), compared to those who identified friends and relatives (30%), newspapers and magazines (36%), TV and radio (38%), and other sources (26%)
- Those more likely to say that child and youth service experience occurred as a result of another source:
  - Those whose total income is more than \$25,000 per year (23%), compared to those who earn less (2%)
  - Males (32%), versus females (11%)
  - Respondents ages 55 to 64 years old (43%), compared to those 25 to 34 years old (7%)
  - Western Washington respondents (24%), versus Eastern Washington respondents (5%)
  - Those who identified sources of information about DSHS as friends and relatives (17%), newspapers and magazines (20%), and other sources (22%), compared to those who identified other public places (4%)

TYPE OF EXPERIENCE WITH CHILD AND YOUTH SERVICES

Table A5 shows the types of experiences that respondents said they'd had with DSHS child and youth services. More than half (57%) of those with child and youth experience mentioned experience with children's services, such as child abuse protection or help for at-risk mothers and teens. In comparison, only (19%) mentioned having experiences that involved juvenile rehabilitation for teens in trouble with the law.

Table A5 Types of Experiences with Child and Youth Services			
	Statewide (n=120)	Western WA (n=90)	Eastern WA (n=29)
Children's services, such as child abuse protection or help for at-risk mothers or teens	57%	53%	69%
Juvenile rehabilitation for teens	19	18	20
Other	29	31	22
Don't know / refused	4	3	5
<b>Question B4:</b> Which of these does your experience with children and youth services involve? (Multiple response question. Percentages may add to more than 100%)			

Of the respondents with child and youth services experience, those with experience with services such as for at-risk children, mothers and teen included:

- Respondents who named as sources for information about DSHS services as the workplace (78%), compared to friends and relatives (57%), and newspaper and magazines (55%)

- Females (72%), compared to males (34%)
- Respondents ages 18 – 24 years old (25%) had less experience with children services than respondents ages 25 – 44 years old (71%), and those 65 – 74 years old (75%), additionally respondents ages 35 – 44 years old (73%), compared to those ages 45 – 54 years old (44%)
- Those who agree that DSHS does a good job overall (65%), compared to those who are neutral (36%)

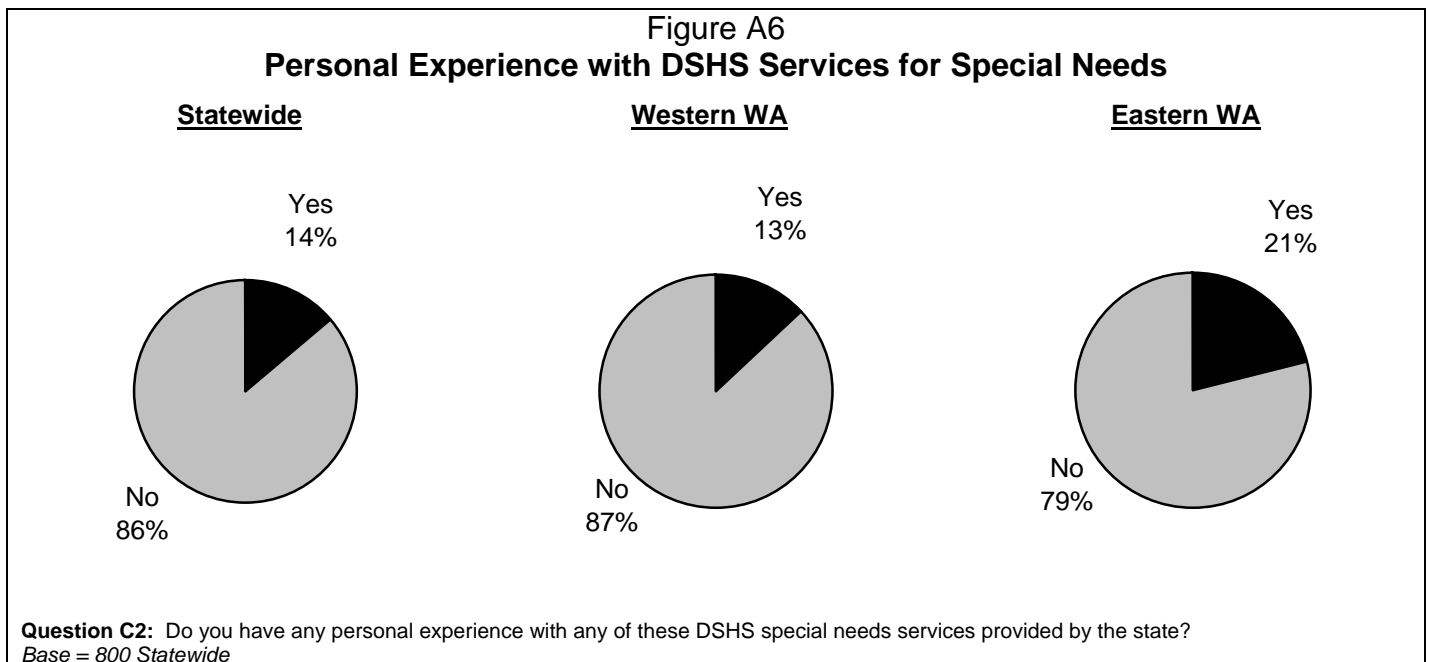
Subgroups of those with child and youth services experience that were more likely to have experience with juvenile rehabilitation included:

- Respondents ages 18 – 24 years old (41%), compared to those ages 35 – 44 years old (8%)
- Respondents who named as sources for information about DSHS services friends and relatives (22%), compared to those who specified no specific source (8%)

Those with child and youth services experience that were more likely to have experience with something else not previously identified were males (46%), versus females (17%).

### SERVICES FOR SPECIAL NEEDS

Eighty-six percent (86%) of respondents said they'd had no personal experience with DSHS special needs services for those people who need help because of physical or mental health conditions or aging (Figure A6). Fourteen percent (14%) said they had such experience.



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

- Those with incomes less than \$25,000 per year (21%), compared to persons with incomes of \$50,000 or more (11%)
- Females (18%), rather than males (11%)
- Persons 35 to 64 years old (17%), compared to those 18 to 24 year-olds (5%)
- Those who had personal experience with DSHS family services (27%), versus those who had none (8%)
- Persons who said they had personal experience with DSHS child and youth services (35%), compared to those who said they didn't (11%)
- Respondents who did not specify sources for information about DSHS services (30%), compared to those who named friends and relatives (18%), TV and radio (18%), or newspapers and magazines (14%)
- Respondents who disagreed that DSHS does a good job (33%), compared to those who agree (15%) and those who are neutral (8%), additional those who agree compared to those who are neutral
- Eastern Washington respondents (21%), versus Western Washington respondents (13%)

#### SOURCES OF SPECIAL NEEDS SERVICES EXPERIENCE

Respondents who had experience with special needs services were asked how those experiences were acquired. Table A6 shows that most often respondents said those contacts occurred while helping themselves, family members or friends (72%), while 32% occurred as a function of respondents' jobs.

Table A6 Ways in Which Experience with DSHS Services for Special Needs Were Acquired			
	Statewide (n=115)	Western WA (n=79)	Eastern WA (n=36)
Helping myself / family / friend	72%	71%	74%
Part of my job	32	31	33
Second-hand knowledge	4	4	3
Other	1	2	-
Refused	1	1	-
<b>Question C3:</b> Did you get any of your experience with services for people with special needs as part of your job, because you were helping yourself, a family member or friend, or in some other way? (Multiple response question. Percentages may add to more than 100%)			

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

- 75 year-olds and older (100%), compared to 25 to 74 year-olds (69%)

- Those who mentioned friends or relatives as sources for DSHS information (76%), those who named other public places (81%), or specified no sources (87%), versus those who named the workplace (50%)
- Those who are neutral about how well DSHS does its job overall (89%), versus those who agree that DSHS does a good job (72%) and those who disagree (63%)

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

- Persons with incomes of \$25,000 or more per year (45%), versus persons with lower incomes (15%)
- Those who had personal experience with DSHS child and youth services (44%), versus those who lacked this experience (25%)
- Respondents who named the workplace as a source of information about DSHS services (71%), compared to all other sources that were mentioned, which include friends and relatives (32%), newspapers and magazines (29%), TV and radio (25%), no specific source (18%) and other public sources (13%)
- Those who agree that DSHS does a good job overall (35%) and those who disagree (35%) versus those who are neutral (8%)

**TYPE OF EXPERIENCE WITH SPECIAL NEEDS SERVICES**

Table A7 shows the types of special needs services reported by those respondents with such experience. While experiences with services for persons with physical disabilities occurred more often than others (43%), experiences with services for developmental disabilities (25%), mental health problems (34%), drug and alcohol problems (17%), and aging (30%) were also frequently mentioned.

Table A7 Types of Special Needs Services Experiences			
	Statewide (n=115)	Western WA (n=79)	Eastern WA (n=36)
Physical disabilities	43%	49	31%
Developmental disabilities	25	20	36
Mental health problems	34	32	39
Drugs and alcohol problems	17	12	28
Needs related to aging	30	35	19
Other	7	9	2
Don't know / refused	4	5	-
<b>Question C4:</b> What type of special needs was your experience with, was it...? (Multiple response question. Percentages may add to more than 100%)			

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

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

- Western Washington respondents (49%), versus Eastern Washington respondents (31%)
- Non-Hispanic White respondents (45%), compared to Hispanic respondents (11%)

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

- Persons with incomes between \$25,000 and \$49,999 (40%), compared to those with incomes less than \$25,000 (14%)
- Respondents age 35 to 44 years old (41%), compared to those ages 45 – 54 years old (15%)
- Eastern Washington respondents (36%), versus Western Washington respondents (20%)

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

- Non-Hispanic White respondents (37%), compared to Hispanic respondents (5%)
- College graduates (44%), compared to respondents with a high school diploma or less education (19%)
- Persons who said they had personal experience with DSHS child and youth services (48%), compared to those who said they didn't (26%)
- Persons with incomes of \$50,000 or more per year (54%), compared to those with incomes less than \$25,000 (28%)
- Those who stated that the workplace was a source of information about DSHS services (44%), compared to those who said newspapers and magazines (22%)

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

- Those with incomes greater than \$50,000 per year (49%), as opposed to those with incomes of \$25,000 or less (24%)
- Respondents ages 35 to 44 years old (38%), and those 65 years old and older (59%), compared to those ages 25 to 34 years old (13%), and also 75 years old and older (65%) compared to those 45 to 54 years old (20%)
- Western Washington respondents (35%), versus Eastern Washington respondents (19%)



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

- Respondents from Eastern Washington (28%), versus those from Western Washington (12%)
- Persons who said they had personal experience with child and youth services (28%), compared to those who said they didn't (11%)
- Respondents who named the workplace (35%) as a source of information about DSHS services compared to those who named friends and relatives (14%), TV and radio (13%), and other public places (8%)

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

## SOURCES OF KNOWLEDGE ABOUT DSHS SERVICES

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

Respondents' use of the media to gain information about DSHS programs differed significantly according to the type of DSHS service. Mass media was more often a source of information about high profile issues such as child abuse. Respondents were more likely to name newspapers as a learning source for information about child and youth services (36%) than as a source for information about family services (28%). Respondents also were more likely to say they found out about DSHS child and youth services through TV (32%) than family services or special needs services (25%).

### FAMILY SERVICES

Table A8 shows a list of the sources that were named for acquiring information about DSHS services for needy families, including food stamps, medical care and welfare grants. Friends, relatives and acquaintances were mentioned more often than other sources (57%). Respondents also said they learned about family services through newspapers (28%), Television (25%) and through information sources in the workplace (18%).

Table A8 Sources of Information About DSHS Family Services			
	Statewide (n=633)	Western WA (n=490)	Eastern WA (n=143)
Friends / relatives / acquaintances	57%	56%	60%
Newspapers	28	29	23
Television	25	27	19
Workplace/union	18	18	17
Nowhere in particular	2	2	2
Government office	1	1	1
Personal experience	5	4	6
Radio	2	2	1
School/daycare	3	3	2
MD's office / hospital / pharmacy	1	1	1
Magazines	1	2	1
Some other place	5	6	2
Don't know	4	3	6
<b>Question A5:</b> How have you heard about DSHS family services? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

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

- Friends, relatives and acquaintances were more likely to be named as information sources for DSHS family services by:
  - Respondents with a high school diploma or less education (68%), compared to those with some college and college graduates (52%)
  - Respondents with incomes less than \$50,000 per year (63%), versus those with incomes of \$50,000 or more per year (47%)
  - 25 to 34 year-olds (70%), compared to persons age 45 - 74 year-olds (50%)
  - Hispanic respondents (72%) and non-Hispanic minorities (69%) compared to non-Hispanic Whites (55%)
  
- Newspapers were more likely to be mentioned by:
  - College graduates (37%), compared to those with a high school diploma or less education (20%)
  - Those with incomes greater than \$50,000 per year (33%), compared to those with less than \$25,000 per year (18%)
  - Respondents 65 years old and older (44%), versus 18 to 34 year-olds (20%), and also persons 75 years old and older (51%), compared to 18 – 64 year-olds (25%)
  - Non-Hispanic White respondents (30%), compared to Hispanic respondents and non-Hispanic minorities (6% and 14% respectively)
  - Those lacking family services experience (32%), compared to those who said they had this experience (22%)
  - Those lacking children services experience (30%), compared to those who said they had this experience (19%)
  - Those lacking special needs experience (29%), compared to those who said they had this experience (19%)
  
- Television was mentioned more often by:
  - Respondents who have a college degree (29%), compared to those with a high school diploma or less education (19%)
  - Persons who are 75 years old and older (38%), versus those who are 18 to 24 years old (15%)
  - Non-Hispanic White respondents (26%), compared to Hispanic respondents (14%)
  - Those who are lacking personal experience with children's services (27%), versus those who have this experience (17%)
  - Western Washington respondents (27%), versus Eastern Washington respondents (19%)

- The workplace was mentioned as an information source for information about DSHS family services more often by:
  - Respondents lacking experience with family services (21%), versus those who said they had this experience (14%)
  - Respondents with a college degree (28%), compared to those with less education (13%)
  - Those with incomes greater than \$25,000 per year (22%), compared to those with incomes lower than \$25,000 (9%)
  - Females (22%), compared to males (13%)
  - 25 to 64 year-olds (21%), versus 75 year-olds and older (3%), and also, 55 to 64 year-olds (34%) compared to 18 to 44 year-olds (15%) and 65 to 74 year-olds (15%)
  
- Nowhere in particular was mentioned as an information source for information about DSHS family services more often by:
  - Persons with a high school diploma or less education (4%), compared to college graduates (<1%)
  - Respondents with experience with family services (4%), compared to those lacking this experience (1%)
  
- Schools and day cares were mentioned as an information source for information about DSHS family services more often by:
  - Hispanic respondents (11%), versus non-Hispanic minorities (1%)
  - Those with college experience (4%), versus those with less education (1%)
  
- Personal experience was mentioned as an information source for information about DSHS family services more often by respondents with family service experience (8%), compared to those lacking this experience (2%)
  
- Respondents indicating they didn't know where their information came from about DSHS family services included:
  - Respondents with some college (7%), rather than those respondents with a college degree (2%)
  - Persons 18 – 24 years old (11%), compared to those 25 – 34 years old (2%)
  - Those who agree that DSHS does a good job overall (4%), versus those who disagree (1%)
  
- Some other place was mentioned as an information source for information about DSHS family services more often by:
  - Males (8%), versus females (3%)
  - Western Washington respondents (6%), versus Eastern Washington respondents (2%)

## CHILD AND YOUTH SERVICES

Word of mouth (friends, relatives and acquaintances) led the list of information sources for learning about DSHS child and youth services (51%). Newspapers were mentioned by an additional 36% of respondents, and television by 32% of respondents.

Table A9 Sources of Information About Child and Youth Services			
	Statewide (n=519)	Western WA (n=412)	Eastern WA (n=107)
Friends / relatives / acquaintances	51%	51%	50%
Newspapers	36	37	30
Television	32	32	31
Workplace/union	17	17	18
Nowhere in particular	2	1	3
Government office	2	2	2
Personal experience	3	3	4
Radio	3	3	2
School/daycare	2	2	2
MD's office / hospital / pharmacy	1	1	1
Some other place	5	5	5
Don't know/refused	2	2	1
<b>Question B5:</b> How have you heard about DSHS services for children and youth? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

- Friends, relatives and acquaintances were mentioned more frequently by respondents with a high school diploma or less education (57%), versus college graduates (42%).
- Newspapers were named more often by:
  - Those with college experience (42%), compared to those with a high school diploma or less education (23%)
  - Those whose income is \$25,000 per year or more (40%) versus those whose income is less than \$25,000 per year (23%)
  - Those who are 65 years old or older (59%), versus 18 to 64 year-olds (32%)
  - Non-Hispanic White respondents (38%), compared to non-Hispanic minority respondents (17%).
  - Those who said they lacked personal experience with DSHS family services (39%), compared to those who said they had the experience (30%)
  - Those who said they lacked personal experience with DSHS special needs services (38%), versus those who said they had the experience (27%)
  - Those who disagree that DSHS does a good job (58%) versus those who agree (31%) and those who are neutral (35%)

- Television was named as an information source for news about DSHS child and youth services more often by:
  - Respondents age 25 to 54 (33%) and those age 65 and older (45%), compared to respondents age 18-24 (13%)
  - Non-Hispanic White respondents (34%), rather than Hispanic respondents (11%) and Non-Hispanic minority respondents (16%)
  - Respondents who disagree that DSHS does a good job overall (50%), compared to those who agreed (30%) and those who are neutral (31%)
  
- The workplace was mentioned as an information source for news about DSHS child and youth services more often by:
  - Persons with college experience (21%), compared to those with a high school diploma or less education (8%)
  - Respondents age 25 to 64 (19%), compared to respondents 75 years old and older (4%)
  - Females (22%), compared to males (12%)
  - Those persons with an income over \$50,000 per year (23%), compared to those with an income less than \$25,000 per year (13%)
  
- Those who indicated personal experience was an information source for news about DSHS child and youth services more often agree that DSHS does a good job overall (3%) versus those who are neutral (<1%).

## SERVICES FOR SPECIAL NEEDS

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

Table A10 Sources of Information About DSHS Special Needs Services			
	Statewide (n=484)	Western WA (n=373)	Eastern WA (n=110)
Friends / relatives / acquaintances	54%	52%	62%
Newspapers	34	36	25
Television	25	27	19
Workplace/union	16	15	16
Nowhere in particular	1	1	3
Government office	3	3	1
School/daycare	2	2	1
Personal experience	2	1	3
Radio	1	2	1
MD's office /hospital / pharmacy	2	1	3
Some other place	5	5	3
Don't know / refused	1	1	1
<b>Question C5:</b> How have you heard about DSHS special needs services? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

Statewide, respondents most often named word of mouth sources (friends, relatives, acquaintances – 54%) for information about DSHS special needs services. Newspapers followed, mentioned by 34% of respondents, and television, by 25%.

- More likely to name word of mouth sources for information about DSHS special needs services were these subgroups:
  - Respondents lacking any formal schooling beyond a high school diploma (63%), compared to those who graduated from college (44%)
  - Hispanic respondents (76%), rather than non-Hispanic Whites (54%) and non-Hispanic minorities (52%)
  - Respondents living in Eastern Washington (62%), versus those living in Western Washington (52%)
  - Those whose income is less than \$25,000 per year (58%), compared to those with incomes greater than \$50,000 per year (45%)
- Newspapers were named more frequently by:
  - College graduates (40%), compared to respondents lacking any college education (28%)
  - Persons whose incomes total more than \$25,000 per year (37%), versus those with incomes lower than \$25,000 per year (22%)



- Non-Hispanic White respondents (35%), rather than Hispanic and non-Hispanic minority respondents (15% and 20% respectively)
  - Residents of Western Washington (36%), compared to Eastern Washington (25%)
  - Those who said they lacked personal experience with DSHS family services (40%), compared to those who said they had the experience (25%)
  - Those who said they lacked personal experience with DSHS special needs services (37%), versus those who said they had the experience (22%)
  - Those lacking experience with DSHS child and youth services (36%), versus those who had this experience (24%)
  - Respondents ages 55 years-old and older (49%), versus those 25 – 34 years old (21%); those 65 years old and older (58%), versus those 35 – 54 years old (29%); and also those 75 years old and older (64%), versus those 55 – 64 years old (37%)
- The following respondents were more likely than others to name television as a source of information about DSHS special needs:
    - Persons with household incomes of \$25,000 to \$49,999 per year (31%), versus those with lower incomes (19%)
    - Respondents age 65 to 74 years old (45%), compared to 18 to 54 year-olds (22%)
    - Non-Hispanic White respondents (27%), compared to non-Hispanic minorities (10%)
    - Western Washington respondents (27%), compared to Eastern Washington respondents (19%)
    - Those who disagree that DSHS does a good job overall (38%), compared to those who agree (24%)
- The following respondents were more likely than others to name the workplace as a source of information about DSHS special needs:
    - Those with college experience (20%), versus those with a high school diploma or less education (7%)
    - Respondents whose income is \$50,000 or more (25%), compared to those whose income is less (11%)
    - Female respondents (20%), versus male (11%)
    - Persons age 25 – 64 years old (17%), compared to those 75 years old or older (3%)
    - Those who disagree that DSHS does a good job overall (26%), compared to those who are neutral (12%)
- The following respondents were more likely than others to name the government offices as a source of information about DSHS special needs:
    - Those with a high school diploma or less education (5%), versus those who graduated from college (1%)

- Those whose total income is less than \$25,000 per year (7%), versus those with total incomes more than \$50,000 per year (1%)
- The following respondents were more likely than others to name the other places not previously mentioned as a source of information about DSHS special needs:
  - College graduates (8%), versus those with a high school diploma or less education (2%)
  - Persons who said they had personal experience with family services (8%), versus those who did not have this experience (2%)
  - Persons who said they had personal experience with child and youth services (13%), versus those who did not have this experience (3%)
  - Persons who said they had personal experience with special needs services (10%), versus those who did not have this experience (3%)



**APPENDIX 6:  
QUESTIONNAIRE**

**INTRO**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 14:25

**PRESS F7 FOR IF NEEDED STATEMENTS**

ASK TO SPEAK TO: <SEL1>NAME: <NAME> Hello I'm \_\_\_\_\_ calling for DSHS, the Washington State Department of Social and Health Services. DSHS is interested in the opinions of Washington residents on subjects like programs for child abuse, the elderly, the disabled or welfare. They want to learn how to make DSHS work better. You have been chosen scientifically to be interviewed, and I'd like to ask your opinions regarding DSHS.

=> /+1  
si QA1<1

Continue .....91 => /LASTQ

**7:**

**INT02**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 15:32

**IF NOT AVAILABLE, ARRANGE CALL-BACK**

Hello, I'm \_\_\_ calling for DSHS, the Washington State Department of Social and Health Services. DSHS is interested in the opinions of Washington residents on subjects like programs for child abuse, the elderly, the disabled or welfare. They want to learn how to make DSHS work better. Is this. . .<tel01>? IF NO, SAY: Thank you very much, but I seem to have dialed the wrong number. It is possible that your number may be called at a later time. Is this a private home in Washington? IF YES, CONTINUE IF NO, SAY: Thank you very much, but we are only interviewing private residences in Washington. IF NOT IN WASHINGTON, CODE 61.

=> /INT08  
si INT08>0

.....

---

---

**8:**

**QB**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 14:04

**PRESS F7 FOR IF NEEDED STATEMENTS**

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

\$E 1 18

=> /INT08  
si SEL1>0

One .....01  
Refused.....99  
«QB »

---

---

**9:**

**INT05**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 15:35

THANK & TERMINATE

=> +1  
si NOT QB=99

REFUSED NUMBER OF HOUSEHOLD MEMBERS .....48 D => /ATMPT  
«INT05 »

---

---

**10:**

**INT06**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 15:32

**PRESS F7 FOR IF NEEDED STATEMENTS**

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

=> QC  
si QB>1

Continue .....91 => /LASTQ

---

---

**11:**

**GENDR**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

RECORD GENDER

=> /INT08  
si SEL1>0

Male.....1  
Female.....2  
«GENDR »

---

---

**12:**

**QC**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 14:10

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

\$E 0 9

=> QMALL  
si QB=01

None.....0  
Refused.....9 => SET  
«QC »

---

---

**13:**

**QD**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 14:10

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

\$E 0 9

=> QFALL  
si QB=01

None.....0  
Refused.....9 => SET  
«QD »

---

---

**23:**

**INT08**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 15:32

**PRESS F7 FOR IF NEEDED STATEMENTS**

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

Continue .....91 => /LASTQ  
Continue - supervisor use only .....92 I

---

---

**24:**

**QH**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 14:12

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

Continue .....1 D  
«QH »

---

---

**25:**

**QA1**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

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

Yes.....1  
No.....2  
Some of them.....3  
Don't know .....7  
Refused.....9  
«QA1 »



---

---

26:

QA2

*simple*  
*min = 1 max = 1 l = 1*  
2003/04/23 13:59  
Do you have any personal experience with any of these DSHS family services provided by the state?  
Yes.....1  
No.....2  
Don't know .....7  
Refused.....9  
«QA2 »

---

---

27:

SKIP

*simple*  
*min = 1 max = 1 l = 1*  
2003/04/23 13:59  
=> +2  
sinon => +1  
si QA2=1  
«SKIP »

---

---

28:

SKIP2

*simple*  
*min = 1 max = 1 l = 1*  
2003/04/23 14:21  
=> QB1  
sinon => WORD  
si QA1=2,7,9  
«SKIP2 »

---

---

29:

QA3

*multiple, ouverte*  
*min = 1 max = 6 l = 2*  
2003/04/23 14:26  
**MULTIPLE RESPONSE ACCEPTABLE**  
Did you get any of your experience with family services as part of your job, because you were helping yourself, a family member or a friend, or in some other way? NOTE: CODE 2 ENCOMPASSES CASES WHERE PERSON RECEIVED AID, WHETHER OR NOT HE/SHE SOUGHT IT.  
Part of my job.....01  
Helping myself/family member/friend .....02  
**Second-hand knowledge/word of mouth/someone else's experience03 N**  
**Child support enforcement.....04 N**  
Other (SPECIFY): .....97 O  
Don't know .....98 X  
Refused.....99 X  
*Please note: Any codes followed by an "N" are not available for the interviewer- to be coded up later from "Other (Specify)"*

30:

QA4

*multiple, ouverte*  
min = 1 max = 6 l = 2

2003/04/23 15:02

READ 1-97. UP TO 6 RESPONSES

- Which of these does your experience with family services involve...
- Child support enforcement .....01
  - Medical care or medical insurance (DO NOT READ: Medicaid).....02
  - Food stamps, cash grants or job services.....03
  - OTHER CHILD/ELDER CARE .....04 N**
  - OTHER CPS/FOSTER CARE.....05 N**
  - OTHER MENTAL HEALTHH/DRUG AND ALCOHOL PROGRAMS.....06 N**
  - Or something else? (SPECIFY):.....97 O
  - Don't know - DO NOT READ .....98 X
  - Refused - DO NOT READ.....99 X

31:

WORD

*simple*  
min = 1 max = 1 l = 1

2003/04/23 13:59

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

- Other than your own personal experience with family services, where ..1  
Where .....2  
«WORD »

32:

QA5

*multiple, ouverte*  
min = 1 max = 6 l = 2

2003/04/23 15:03

READ 1-97

- <word>have you heard about DSHS family services? Has it been from ...
- Friends, relatives, acquaintances .....01
  - Newspapers .....02
  - Television .....03
  - Magazines.....04 N**
  - Radio.....05 N**
  - Workplace; union at work.....06 N**
  - School/ daycare .....07 N**
  - Doctor's office; pharmacy; hosiptal.....08 N**
  - Personal experience .....09 N**
  - Government office ( as a program recipient,gov't employee or any other government avenue) .....10 N**
  - Or some other place (SPECIFY): .....97 O
  - Nowhere in particular/can't recall - DO NOT READ.....00 X
  - Don't know - DO NOT READ .....98 X
  - Refused - DO NOT READ.....99 X
- «QA5\_01 »  
«QA5\_02 »

«QA5\_03 »  
«QA5\_04 »  
«QA5\_05 »  
«QA5\_06 »  
«O\_QA5 »

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**33:**

**QA10**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/24 15:47

I am now going to read several statements about DSHS family services. For each statement, I'll ask if you strongly agree, agree, or disagree, strongly disagree or feel neutral. The first statement is: DSHS does a good job of serving needy families. Your choices are to: Agree or Strongly Agree that DSHS DOES do a good job of serving needy families. OR to Disagree or Strongly Disagree, meaning that DSHS DOES NOT do a good job serving needy families. Or you might be neutral ---somewhere in the middle.

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

«QA10 »

---

---

**34:**

**QA6**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/24 15:48

The next statement is: It IS too difficult for families to get food stamps and welfare grants from DSHS. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree/ disagree or strongly disagree?

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

«QA6 »

---

---

**35:**

**QA7**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 14:32

The next statement is: It is TOO difficult for families to get medical care and medical insurance from DSHS. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree/ disagree or strongly disagree?

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

«QA7 »

---

---

**36:**

**QA8**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 14:33

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

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

«QA8 »

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**37:**

**QA9**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 14:33

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

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

«QA9 »

---

---

**38:**

**QB1**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

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

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

«QB1 »

---

---

**39:**

**QB2**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

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

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

«QB2 »

---

---

**40:**

**SKIP3**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

=> +2  
sinon => +1  
si QB2=1

«SKIP3 »

---

---

**41:**

**SKIP4**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 14:35

=> QC1  
sinon => WORD2  
si QB1=2,7,9

«SKIP4 »

---

---

42:

QB3

*multiple, ouverte*  
*min = 1 max = 6 l = 2*

2003/04/23 14:35

**MULTIPLE ACCEPTABLE**

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

- Part of my job.....01  
Helping myself/family member/friend .....02  
**Second hand knowledge/word of mouth/someone else's experience03 N**  
Other (SPECIFY): .....97 O  
Don't know .....98 X  
Refused.....99 X  
«QB3\_01 »  
«QB3\_02 »  
«QB3\_03 »  
«QB3\_04 »  
«QB3\_05 »  
«QB3\_06 »  
«O\_QB3 »

---

---

43:

QB4

*multiple, ouverte*  
*min = 1 max = 6 l = 2*

2003/04/23 15:03

**READ 1-97. UP TO 3 RESPONSES**

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

- Juvenile rehabilitation for teens who have been in trouble with the law01  
Other children's services already mentioned, such as child abuse protection or help for at-risk mothers and teens.....02  
Or something else? (SPECIFY):.....97 O  
Don't know - DO NOT READ .....98 X  
Refused - DO NOT READ .....99 X  
«QB4\_01 »  
«QB4\_02 »  
«QB4\_03 »  
«QB4\_04 »  
«QB4\_05 »  
«QB4\_06 »  
«O\_QB4 »

---

44:

WORD2

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

=> \*

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

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

Where .....2

«WORD2 »

---

45:

QB5

*multiple, ouverte*  
*min = 1 max = 6 l = 2*

2003/04/23 15:04

**READ 1-97 UP TO 4 RESPONSES**

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

Friends, relatives, acquaintances .....01

Newspapers .....02

Television .....03

**Magazines.....04 N**

**Radio.....05 N**

**Workplace; union at work.....06 N**

**School/daycare.....07 N**

**Doctor's office; pharmacy; hospital.....08 N**

**Government office (as a program recipient, gov't employee or any other government avenue).....09 N**

**Personal experience.....10 N**

or from some other place (SPECIFY): .....97 O

Nowhere in particular/can't recall - DO NOT READ.....00 X

Don't know - DO NOT READ .....98 X

Refused - DO NOT READ.....99 X

«QB5\_06 »

«O\_QB5 »

---

46:

WORD4

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

=> \*

si IF((QA6<1),1,2))

Now, I am going to read to you a statement. I'll ask you.....1

I have just one statement on this topic. Again, please tell me .....2

«WORD4 »

---

---

**47:**

**QB6**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

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

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

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

«QB6 »

---

---

**48:**

**QC1**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

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

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

«QC1 »

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**49:**

**QC2**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

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

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

«QC2 »



---

---

**50:**

**SKIP5**

*simple*

*min = 1 max = 1 l = 1*

2003/04/23 13:59

=> +2  
sinon => +1  
si QC2=1

«SKIP5 »

---

---

**51:**

**SKIP6**

*simple*

*min = 1 max = 1 l = 1*

2003/04/23 14:42

=> QD1  
sinon => WORD3  
si QC1=2,7,9

«SKIP6 »

---

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**52:**

**QC3**

*multiple, ouverte*

*min = 1 max = 6 l = 2*

2003/04/23 15:00

**MULTIPLE ACCEPTABLE**

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

Part of my job.....01  
Helping myself/family member/friend .....02  
**Second hand knowledge/word of mouth/someone else's experience03 N**  
Other (SPECIFY): .....97 O  
Don't know .....98 X  
Refused.....99 X

«QC3\_01 »  
«QC3\_02 »  
«QC3\_03 »  
«QC3\_04 »  
«QC3\_05 »  
«QC3\_06 »  
«O\_QC3 »

---

**53:**

**QC4**

*multiple, ouverte*  
*min = 1 max = 6 l = 2*

2003/04/23 15:06

**READ 1-97. UP TO 6 RESPONSES**

- What type of special needs was your experience with, was it...
- Needs relating to aging .....01
  - Developmental disabilities, including mental retardation .....02
  - Physical disabilities .....03
  - Mental health problems .....04
  - Drug and alcohol problems .....05
  - Or something else? (SPECIFY):.....97 O
  - Don't know - DO NOT READ .....98 X
  - Refused - DO NOT READ.....99 X
- «QC4\_01 »  
«QC4\_02 »  
«QC4\_03 »  
«QC4\_04 »  
«QC4\_05 »  
«QC4\_06 »  
«O\_QC4 »

---

**54:**

**WORD3**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

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

- Other than your own personal experience, where.....1
  - Where .....2
- «WORD3 »

55:

QC5

*multiple, ouverte*  
min = 1 max = 6 l = 2

2003/04/23 15:08

READ 1-97. UP TO 4 RESPONSES

- <word3>have you heard about DSHS special needs services? Has it been from...
- Friends, relatives, acquaintances .....01
  - Newspapers .....02
  - Television .....03
  - Magazines.....04 N**
  - Radio.....05 N**
  - workplace; union at work .....06 N**
  - School/daycare .....07 N**
  - Doctor's office; pharmacy; hospital .....08 N**
  - Government office (as a program recipient, gov't employee or any other government avenue).....09 N**
  - Personal experience .....10 N**
  - or some other place (SPECIFY): .....97 O
  - Nowhere in particular/can't recall - DO NOT READ .....00 X
  - Don't know - DO NOT READ .....98 X
  - Refused - DO NOT READ .....99 X

56:

WORD5

*simple*  
min = 1 max = 1 l = 1

2003/04/23 13:59

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

Now, I am going to read to you several statements about DSHS special needs services. For each statement, I'll ask you if you strongly agree, agree, disagree, strongly disagree or feel neutral. 1  
I have several statements, this time about DSHS special needs services.2  
«WORD5 »

57:

QC10

*simple*  
min = 1 max = 1 l = 1

2003/04/23 15:14

- <word5>The first statement is:DSHS does a good job of serving people with special needs. Do you agree, disagree or feel neutral? PROBE: Is that agree or strongly agree / disagree or strongly disagree?
- Strongly agree.....1
  - Agree .....2
  - Neutral .....3
  - Disagree.....4
  - Strongly disagree .....5
  - Don't know .....7
  - Refused.....9
- «QC10 »

---

---

**58:**

**QC6**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:14

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

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

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

«QC6 »

---

---

**59:**

**QC7**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:15

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

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

«QC7 »

---

---

**60:**

**QC8**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:15

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

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

«QC8 »

---

---

**61:**

**QC9**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:16

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

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

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

«QC9 »

---

---

**62:**

**QD1**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:16

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

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

«QD1 »

---

---

**63:**

**QD2**

*multiple, ouverte*  
*min = 1 max = 6 l = 2*

2003/04/23 15:19

**PROBE AND CLARIFY.**

What changes do you think DSHS should make in how they serve needy families, children, youth and persons with special needs? IF AT ANY TIME IN INTERVIEW RESPONDENT MENTIONED "NEED FOR MORE FUNDING OR STAFF", CODE 94 OR/AND MENTIONED "DSHS WORKERS ARE OVERWORKED/HAVE TOO MANY CASES /LESS WORK FOR STAFF" CODE 95.

RECORD COMMENTS .....01 O  
Don't know .....98 X  
Refused.....99 X

---

---

**64:**

**QE1**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:19

**CLARIFY.**

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

- Yes, DSHS .....1
  - Yes, contracting agency.....2
  - Yes, both.....3
  - No.....4
  - Don't know .....7
  - Refused.....9
- «QE1 »

---

---

**65:**

**QE2**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 13:59

What is your age?

\$E 18 99

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

«QE2 »

---

---

**66:**

**QE2A**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:21

**READ 1-7**

In which of these age categories do you belong?

=> +1 si NOT QE2=07 09
---------------------------

- 18 to 24.....1
  - 25 to 34.....2
  - 35 to 44.....3
  - 45 to 54.....4
  - 55 to 64.....5
  - 65 to 74.....6
  - Or 75 or older .....7
  - Refused - DO NOT READ.....9
- «QE2A »

---

---

**67:**

**AGE**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:23

combined age question

\$E

=> \*  
si IF ((QE2=07,09),QE2A, RNG (QE2,18,25,35,45,55,65,75))

- 18 to 24.....1
  - 25 to 34.....2
  - 35 to 44.....3
  - 45 to 54.....4
  - 55 to 64.....5
  - 65 to 74.....6
  - Or 75 or older .....7
  - Refused.....9
- «AGE »

---

---

**68:**

**QE3**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:23

**DO NOT READ. PROBE TO FIT**

What is the highest grade or year of school you completed?

- Less than high school graduate.....1
- High school graduate or GED .....2
- Some college, Community college or technical school.....3
- 4 year college graduate.....4
- Beyond 4 year college, graduate degree .....5
- Refused.....9

---

---

**69:**

**QE4**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 13:59

Are you Hispanic or Latino?

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

---

---

**70:**

**QE5**

*multiple, ouverte*  
*min = 1 max = 6 l = 1*

2003/04/23 15:24

**READ 1- UP TO 6 RESPONSES**

What is your race, would you say...

- White .....1
- Black or African American .....2
- Asian.....3
- Native Hawaiian or Other Pacific Islander .....4
- American Indian, Alaska Native .....5
- Or something else (SPECIFY:) .....6 O
- Don't know/not sure - DO NOT READ.....7 X
- Refused - DO NOT READ.....9 X

---

---

**71:**

**QE6**

*simple*  
*min = 1 max = 1 l = 1*

2003/04/23 15:25

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

IF NEEDED: Annual household income before taxes. IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate.

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

---

---

**72:**

**QE6A**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 15:25

**READ 4-1**

Would that be . . .

- \$20,000 to less than \$25,000 .....04 => INCOM
- \$15,000 to less than \$20,000 .....03 => INCOM
- \$10,000 to less than \$15,000 .....02 => INCOM
- Less than \$10,000? .....01 => INCOM
- Don't know .....98 => INCOM
- Refused.....99 => INCOM

«QE6A »



**73:**

**QE6B**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 15:26

*READ 5-8*

Would that be . . .

\$25,000 to less than \$35,000 .....	05
\$35,000 to less than \$50,000 .....	06
\$50,000 to less than \$75,000 .....	07
Or \$75,000 or over .....	08
Don't know .....	98
Refused.....	99

«QE6B »

**74:**

**INCOM**

*simple*  
*min = 1 max = 1 l = 2*

2003/04/23 13:59

combined income

```
=> *
si
      1*V01(QE6A=01)+2*V01(QE6A=02)+3*V01(QE6A=03)+4*V0
      1(QE6A=04)+5*V01(QE6B=05)+6*V01(QE6B=06)+7*V01(QE
      6B=07)+8*V01(QE6B=08)+9*V01(QE6=1 AND
      QE6A=98)+10*V01(QE6=2 AND
      QE6B=98)+11*V01(QE6=3)+12*V01(QE6=1 AND
      QE6A=99)+13*V01(QE6=2 AND QE6B=99)+14*V01(QE6=4)
```

Less than \$10,000 .....	01
\$10,000 to less than \$15,000 .....	02
\$15,000 to less than \$20,000 .....	03
\$20,000 to less than \$25,000 .....	04
\$25,000 to less than \$35,000 .....	05
\$35,000 to less than \$50,000 .....	06
\$50,000 to less than \$75,000 .....	07
\$75,000 or more .....	08
Don't know - under \$25,000 .....	09
Don't know - over \$25,000 .....	10
Don't know if under or over \$25,000.....	11
Refused - under \$25,000.....	12
Refused - over \$25,000.....	13
Refused under or over \$25,000.....	14

«INCOM »

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**75:**

**LANG**

*simple*  
*min = 1 max = 1 l = 1*  
2003/04/23 15:26  
WAS THIS SURVEY DONE IN. . .  
English.....1  
Spanish .....2  
«LANG »

---

---

**76:**

**QE7**

*simple*  
*min = 1 max = 1 l = 1*  
2003/04/23 13:59  
RECORD GENDER  
Male.....1  
Female .....2  
«QE7 »

---

---

**88:**

**F7**

*simple*  
*min = 0 max = 1 l = 1*  
2003/04/23 15:34  
READ IF NEEDED: \* I work for Gilmore Research Group, a research firm in Seattle. Our company has been retained by the Washington State Department of Social and Health Services to conduct this study. \* If you would like to call my supervisor to verify this information, you can call (800) 573-4498 ext.176 or 206-726-5582 collect. \*If you would like to speak with someone at the Washington State Department of Social and Health Services to verify that our company is doing this study, you can speak with Nancy Raiha (Ray-ha) during business hours (8am to4:30pm) at 1-888-793-2567.  
Continue .....1 D  
«F7 »