

Program Codes:

A - Long Term Care, ADSA (formerly Aging and Adult Services)

C - Children's Services

D - Developmental Disability Services, ADSA

E - Economic Services

H - Mental Health Services

M - Medical Assistance Services

S - Substance Abuse Services

V - Vocational Rehabilitation Services

Z - Child Support Services

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

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|----------------------------------|---|
| The help. | Raise the poverty levels for the programs. | none | 44 year old Caucasian female using program(s) EVZ |
| I like the medical help. | Don't know. | None | 5 year old Other Race, Hispanic male using program(s) EM |
| They seem to respond quickly to immediate crisis. | The working poor fall through the cracks for service. This needs desperately to be addressed. | none | 53 year old Caucasian male using program(s) V |
| The help and fulfilling my needs. | I don't know. | none | 25 year old Caucasian male using program(s) DEMV |
| They do a good job. | Do not decrease food assistance benefits every time there is an increase in SSI. | none | 36 year old Caucasian male using program(s) EHMV |
| When she goes to the doctor she is able to get help. | None. | | 11 year old Other Race, Hispanic female using program(s) EM |
| The childcare was easy to get and they were very helpful. | The different programs should work together better. I shouldn't have to see a different person for each different program. | | 15 year old Caucasian male using program(s) CEM |
| I've never had any problems. | They should make it mandatory to have a urinalysis in order to qualify for assistance or services. Too many people are using your benefits to get drugs. | None. | 9 year old Caucasian female using program(s) EM |
| They really help the families that need it the most. | Women who don't get child support should be able to qualify for a grant. They want you to look for work but I can't because I take care of my son and my mom. | | 31 year old Other Race, Hispanic female using program(s) EM |
| Some of the case managers are very helpful. Randi Flanigan, Myrna Ritemeir and Sue Messenger in the Aberdeen office are outstanding. | They should make a list of all the different financial services that they have. I don't know what they all are and I can't seem to find out. | | 6 year old Caucasian male using program(s) EHM |
| I like that they are there to give support in difficult times. | I have difficulty with the medical spenddowns. My spenddown of \$2400.00 was very difficult to reach. | | 51 year old Caucasian male using program(s) HV |
| The help we receive. | With people who have mental issues, the Department should communicate with family members. | None | 19 year old Caucasian female using program(s) ADHMHV |
| I like the way they were willing to compromise with me on the services. | I think the DVR office in Ellensburg should not be part of the DSHS office. | none | 22 year old Caucasian female using program(s) V |
| They could treat people with more respect. | I did not understand why they kept denying me help all the time. | They treated me like I was dirt. | 53 year old Caucasian male using program(s) EMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|--|
| I really like my DVR counselor. She makes me feel comfortable. | When is comes time for my eligibility reviews, they send me the appointment letter which tells me to bring in the completed review form. But they never send the review form with the letter. I always have to call them up and ask for it. | None. | 25 year old Caucasian female using program(s) EMVZ |
| Nothing at all. My worker treats me badly. | Treat people with more respect. | none | 41 year old Caucasian male using program(s) EM |
| I like working with ESA, DDD, and DVR. | The case manager needs to be more honest with us. | None | 38 year old Caucasian female using program(s) DEMV |
| I like how they treat me with dignity and respect. | They could provide a cost of living raise each year. | None | 20 year old Caucasian male using program(s) EMV |
| The fact they are knowledgeable about what they are doing. | I don't know. | None | 42 year old Caucasian male using program(s) EV |
| The new computer system of EBT. | They need to publicize that Washington Mutual does not charge a surcharge for using their ATM for EBT. | I think the emphasis when describing ethnic group should be on American when there is a subgroup like Asian, Italian, German, etc. | 48 year old female using program(s) VZ |
| Not a lot. | Help more people like myself that do not look like they are disabled. | none | 25 year old Caucasian female using program(s) V |
| How they treat us with warmth, compassion and understanding. | Nothing. | Their service is excellent. | 56 year old Asian American male using program(s) EHMV |
| I like the case managers that work in the Wenatchee CSO. | They need more money to help with the medical expenses of people that are really in need. Our medications cost over \$2000.00 each month. | The people at the front desk in the CSO should have known to tell us about the help available from the kidney foundation. | 53 year old Caucasian female using program(s) E |
| The way they empower people. | Get rid of the waiting lists. | None | 33 year old African American female using program(s) V |
| The medical program is very good. | Some workers in the Yakima CSO treat certain people better than other people. | | 4 year old Caucasian male using program(s) EM |
| Nothing. | They won't return phone calls. I've had 3 different workers in the Yakima CSO and none of them return my calls. I've had to call 4 or 5 times to reach them. I've had my benefits cancelled because I had to work and couldn't keep an appointment, even though I called to tell them my schedule. | | 11 year old Caucasian male using program(s) CEM |
| Everyone has helped me equally. | Nothing. | | 25 year old American Indian female using program(s) EMZ |
| That help is available to me. | No comment. | | 27 year old Other Race, Hispanic female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| Some of the childcare workers are very good about giving us answers to questions. | The CSO's need more receptionists in the waiting area. | | 4 year old Other Race, Hispanic male using program(s) EM |
| Mrs. Campbell in the Pierce South office is wonderful to work with. | They need more understanding people to work the receptionist counter. | | 12 year old Caucasian male using program(s) EHM |
| I like being able to do the 6 month eligibility reviews by mail instead of having to go to the office. | Please find funding for adult dental care. I don't mean cosmetic care, but for the pain. | | 8 year old Other Race female using program(s) M |
| Nothing. | I don't know. | Doctors in Longview are not accepting new patients who use Medicaid. | 42 year old American Indian male using program(s) EHMV |
| No comment. | A better response to my needs from Economic Services. | | 60 year old Other Race, Hispanic female using program(s) AEM |
| The medical program. | Give people a permanent, assigned caseworker, instead of having to see someone new each time. | | 7 year old Caucasian female using program(s) EM |
| None. | None. | | 28 year old Caucasian female using program(s) MZ |
| I like that medical pays for the visiting nurse that comes to my house to help with my low birth weight baby. Also, that there are no pre-existing conditions restrictions. | Not every medical clinic will honor your medical coupons. | | 35 year old Asian American female using program(s) M |
| The help was there when I needed it. | The medical program should cover drugs for people who are on a fixed income that is above their standard. Do away with the deductibles and spend-down. | none | 58 year old Caucasian male using program(s) EMVZ |
| Nothing. | DVR needs a lot more financial resources for their programs. DSHS as a whole needs to coordinate resources and knowledge of programs available. | Going through school from grade school through high school, I fell between the cracks. | 24 year old Caucasian male using program(s) V |
| The help. | Standards need to be raised. | None | 23 year old Caucasian male using program(s) EMV |
| None. | None. | | 7 year old Caucasian male using program(s) M |
| I like the help with medical and dental. | A child living at home and being supported by their parents should be able to get medical up to age 21. | | 16 year old Caucasian female using program(s) M |
| They are nice and polite. | Nothing. | none | 56 year old Caucasian male using program(s) EV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| Nothing really. | More funding for all DSHS programs. | None | 47 year old male using program(s) V |
| I like the Pierce South CSO. I get right in and don't have to wait. | None. | | 50 year old Caucasian female using program(s) EM |
| The help. | The people at the front desk in the CSO could show more respect. | none | 40 year old American Indian female using program(s) DEHMSV |
| Nothing. | I believe the US citizens should have the same eligibility requirements and funding for programs as foreigners have under the programs. | none | 51 year old Caucasian female using program(s) EMV |
| Ann Gessini, the DDD case manager is excellent in doing her job. She makes us feel like we are important. | Increase housing availability and day programs for people with disabilities. | None | 21 year old Caucasian female using program(s) DMV |
| None. | The caseworkers should be more understanding. | | 13 year old American Indian female using program(s) EM |
| None. | None. | | 3 year old Caucasian female using program(s) EM |
| Everything. | Nothing. | None | 24 year old Caucasian female using program(s) ADEM V |
| You really helped my Mom when she had a medical emergency. | The CSO needs to return phone calls much sooner than they do now. | | 14 year old American Indian male using program(s) EM |
| The help. | Faster reply time. | none | 21 year old Caucasian, Hispanic male using program(s) E |
| The receptionist in the Port Angeles CSO is very nice and helpful. I think her name is Alice. | Sometimes it is so hard to get medications. There are two that I must have and they aren't covered by the coupon. | | 8 year old Caucasian male using program(s) EM |
| Nothing. | DVR doesn't have the first clue about working with people who have a significant problem. They need to focus their efforts in this area. | none | 53 year old Caucasian, Hispanic female using program(s) V |
| My contacts with DSHS have been very easy and favorable. | The eligibility guidelines should be able to be adjusted for people with special circumstances. | | 7 year old Caucasian male using program(s) M |
| They're usually pretty prompt about getting me in for appointments. | My Mom is disabled and can't work, but she only gets \$10 in food stamps. | | 31 year old Caucasian female using program(s) EM |
| If it weren't for DSHS we would be homeless and destitute. | DVR did not make clear to me how they could help me. They made a lot of promises to me and then let me down. | | 47 year old Caucasian female using program(s) CEMV |
| The help with Food Assistance. | Make it easier for single individuals to get medical, money grant, and DVR services. | DVR needs to communicate at least once a month with clients who are on the waiting list. | 42 year old Caucasian male using program(s) EV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---------------------|---|
| Their support. | Provide practical living skills for life after DSHS. | None | 36 year old Other Race, Hispanic female using program(s) EHMV |
| The help. | Nothing. | none | 32 year old Caucasian female using program(s) V |
| I like that they explain clearly what I don't understand. | No comment. | | 3 year old Other Race, Hispanic male using program(s) M |
| I've never had any problems. | I can't think of anything. | | 67 year old American Indian female using program(s) AM |
| The help. | Give the Food Assistance on the 1st day of the month. | none | 17 year old Caucasian female using program(s) EMV |
| I like the food stamp part of DSHS. | Nothing right now. | | 27 year old Asian American male using program(s) V |
| They have been reliable. | Any one office doesn't know what another office is doing. There is too much duplication and not enough coordination. | | 54 year old Caucasian male using program(s) EM |
| The workers in the Renton CSO go "beyond". They've got outstanding patience. | None. | | 59 year old Caucasian female using program(s) EM |
| Nothing. | Be easier to talk to a real person than using the call center. | none | 40 year old Caucasian female using program(s) EMVZ |
| Nancy Joyce in the Pierce South office is very good. | None. | | 32 year old Other Race female using program(s) EM |
| They were there to help us when we needed it. | None. | | 31 year old Caucasian male using program(s) E |
| It's been very nice to have your medical since our private medical insurance ran out. | None. | | 3 year old Caucasian female using program(s) M |
| They are considerate. | They need to accommodate people who cannot read or write; especially, during the initial application process. | none | 52 year old Caucasian male using program(s) ADM |
| The paperwork involved in applying seems to be pretty straightforward. | Work on getting more medical and vision providers and we especially need more dentists to take the medical coupons. | | 16 year old Caucasian male using program(s) M |
| I can't complain about anything. | Too much paperwork for eligibility reviews. | | 2 year old Other Race, Hispanic female using program(s) M |
| Nothing. | More respect from the workers in the offices. | None | 26 year old Caucasian female using program(s) CEHMVZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|---|
| None. | They need to have more family homes in the Federal Way area. | I live in a family home, and do not need to go to any of the DSHS offices. | 51 year old female using program(s) ADM |
| Their help. | Extend authorization for mental health for longer periods. | Why do they keep cutting the food allotment? | 56 year old Caucasian female using program(s) EHM |
| I like the fact that I can just walk into the local CSO without an appointment and get an answer. | There is a tremendous need for customer service at the CSO to have community resource training in all aspects of available temporary help that can be utilized between time the application is picked up and the time the client has an appointment with the case manager. | none | 43 year old Caucasian female using program(s) EV |
| I like DVR best. | Screen the workers at the CSO for their abilities to meet the customer and provide minimal customer service. | none | 60 year old Caucasian female using program(s) EV |
| The help. | In Montana, I received Medicaid for myself without any spend-down. I moved to Washington to attend school. There is no change in my income or resources. In Washington I have a \$1300 spend-down to meet before I am covered. I will never meet this spend-down unless I am hospitalized. Therefore, I have no access to medical in Washington. Why? | I have Medicare and doctors in Washington refuse to see me because of the low reimbursement. I would like to have access to medical services and drugs when I am ill. In Washington, Medicare is not enough to provide medical care. The State of Washington needs to find a way to care for us. | 45 year old Caucasian female using program(s) MV |
| They leave me alone for long periods of time. | Allow people to go back to school for retraining. | none | 54 year old Caucasian male using program(s) V |
| When you really need help it's there to help you. | The WorkFirst program is run by people who have had jobs forever. When I'm there I help other clients. I know how to get a job, so it's a waste of time to make me attend every day and it is demeaning. | | 30 year old Caucasian female using program(s) CEMZ |
| The workers are kind, courteous and willing to help. Kelley Faulkner was very good. | It is very confusing to know which office to call for help. There should be a list of the services that your different offices provide. | | 22 year old Caucasian male using program(s) ADM |
| Because I have not met with DVR yet and have not received any services from DDD, I don't know. | Better follow-up. | My son qualified over a year ago and we were told that there was no money for him at that time. Programs are not available for him and since then we have not heard back from DDD - which has been frustrating. We are trying to set up a time with DVR and have not met with them yet, so I don't know what it available. I hope that we will have better success with DVR. | 18 year old Asian American female using program(s) DV |
| The office moved closer to where I live. | More funding for DVR. | none | 44 year old Caucasian male using program(s) V |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|---|
| Their assistance and the help. | Nothing. | Nothing | 62 year old Caucasian male using program(s) EMV |
| They are efficient and pleasant to talk to. | The medical program could cover more services. | DVR needs to keep clients informed as to what is going on. | 22 year old Caucasian male using program(s) EMV |
| That they are ready to help if there's a need. | None. | | 9 year old Caucasian male using program(s) CEM |
| Staff care about clients. | More resources to DVR for job assessments and coaching. | Need more funding for DVR. | 55 year old Caucasian female using program(s) V |
| The help. | Get more funding for DVR. | I believe DSHS needs a program that trains clients on how DSHS is funded, and that the DSHS employees do not just arbitrarily decide who gets what. | 50 year old Caucasian female using program(s) V |
| They are there when you need help and if they cannot help they refer you to other resources. | I don't know. | none | 57 year old Caucasian female using program(s) EMV |
| The help and information they provide. | I don't know. | none | 50 year old Caucasian male using program(s) EHMV |
| The help. | I don't know. | none | 20 year old Caucasian female using program(s) DMV |
| The help. | I don't know. | none | 19 year old Caucasian, Hispanic female using program(s) V |
| They are there when you need them, but you have to push them in order to get the help. | The staff is overwhelmed with their caseloads and are too rushed. | | 5 year old Asian American female using program(s) EM |
| That they are there for my family. | None. | | 21 year old American Indian female using program(s) EHMSZ |
| That it's there when you need it. | We need a better listing of phone numbers. We should be able to know who to call for answers to specific needs. | | 18 year old Caucasian female using program(s) M |
| None. | Not enough dental coverage. They would rather people not have teeth. | | 3 year old Caucasian female using program(s) EM |
| The willingness to provide basic services for children. | DSHS has three fundamental problems: 1) Lack of respect for college students and for families of students, 2) General attitude of working with DSHS is negative. I feel as if they are attempting to deny rather than working with, 3) DSHS lacks a reasonable appeal process for logical exceptions. | | 27 year old Caucasian female using program(s) EM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---|--|
| I appreciate the day care program. | I'm getting help paying childcare. I have an eligibility review every six months and they go over my pay stubs. Since I get a small pay raise every six months, maybe 25 cents an hour, my co-pay keeps going up. Only the co-pay goes up faster than my paycheck. Then I find out that the higher pay makes me ineligible for other programs. The more money I make, the further behind I get. | | 32 year old African American female using program(s) E |
| That they helped me out a lot when I needed it. | None. | | 5 year old Other Race female using program(s) CEM |
| As long as you're not trying to cheat the system, it's a beautiful plan that provides a lot of help. | I need dental work, but my husbands SSA disability benefit is too high, so there is no dental care for me. | | 17 year old Caucasian male using program(s) EM |
| DVR. | DSHS needs to be more accommodating to family and individuals circumstances | I am glad that DSHS is there with so many services. | 41 year old Caucasian male using program(s) VZ |
| That they take care of you and your child, and everything comes easily. | I wish you could get the medical coupon for all medical care for a year so you can take care of your body after having a baby, instead of just for family planning. | | 27 year old African American female using program(s) M |
| I am glad that there is a place for available services for our needs and that they will answer our questions. | No comment. | | 14 year old Other Race, Hispanic male using program(s) EM |
| I like the fact there has been no hassle in dealing with DSHS. | I don't know. | None | 12 year old Caucasian female using program(s) M |
| That I can go and be able to ask for assistance when I need it. | No comment. | | 23 year old Other Race, Hispanic female using program(s) M |
| The help. | Nothing. | none | 45 year old Caucasian male using program(s) EMV |
| None. | They kicked me off medical when I was six months pregnant. I don't know why. This shouldn't happen to people. | | 23 year old American Indian female using program(s) M |
| The help I receive. | Keep me informed. | none | 21 year old Caucasian male using program(s) DHMV |
| None. | I've used services in both Eastern and Western Washington. I don't like the Eastern Washington offices, especially the [Location Redacted] CSO. It is really difficult to get the same level of respect or benefits there if you're White. | | 4 year old Caucasian male using program(s) EM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---------------------|--|
| The answers to questions about what medical expenses are covered or not covered have been very clear. | When I was covered for medical, all of my medical costs were paid for. Then six months later when I re-applied I was denied because I didn't have any outstanding medical expenses. So my eligibility becomes cyclical, six months on and six months off medical. This should be fixed. | | 49 year old Caucasian male using program(s) M |
| I wouldn't have been able to survive without medical and food stamp help. It's been the best thing in my life at this age. | None. Just don't lie. | | 70 year old Caucasian female using program(s) EM |
| I like how the workers treat you. | More funding for more services. | None | 56 year old American Indian male using program(s) V |
| I like that they help people to get medical. | None that I can think of. | | 21 year old American Indian female using program(s) EM |
| The help. | Hire more staff. | none | 15 year old Caucasian female using program(s) M |
| None. | None. | | 11 year old Caucasian, Hispanic male using program(s) M |
| The help they provide when I need it. | Provide a consumer information center for clients that provides information on all available community resources not just DSHS. | none | 52 year old Caucasian female using program(s) EMV |
| The DVR program. | A better system of keeping track of documents provided by the client. Often times, I have provided a requested verification by my case manager and later when I talk to the case manager they never received the document. | None | 45 year old Other Race, Hispanic female using program(s) V |
| Medical program. | Put me back on Food Stamp program. | none | 38 year old American Indian male using program(s) EMSV |
| I like the person I am working with at DVR. | Don't know. | none | 19 year old Caucasian female using program(s) V |
| The help. | More caseworkers and funding. | none | 29 year old Caucasian female using program(s) EMV |
| None. | None. | | 28 year old Caucasian female using program(s) EMS |
| That when I have questions or problems they always refer me to the right resource to help me. | None that I can think of. | | 3 year old Other Race, Hispanic male using program(s) EM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---------------------|--|
| I appreciate the workers that are thorough and that know what they are doing. Not all of them know. | The West Seattle CSO does not return calls in 24 hours. When they do call back you get the runaround. Also, I got a letter saying I had an appointment on 1-14-05, but the postmark on the envelope was 1-19-05. | | 1 year old Other Race male using program(s) EM |
| If it wasn't for them, I wouldn't have gotten cleaned up and sober. | Don't know. | | 53 year old Caucasian male using program(s) V |
| Not on it any more, except for food stamps and medical. | They don't do the eligibility review on time, then they cut you off and you have to re-apply all over again. And, if you take the required papers in to the office they won't accept them. You have to go and mail in these same papers. | | 53 year old African American male using program(s) EM |
| Providing money, medical and food stamps to help me live. | The eligibility review every three months is a hassle and the dental coverage needs a lot of improvement. | | 60 year old Caucasian female using program(s) EHM |
| They have been helpful. | None. | | 15 year old Caucasian male using program(s) M |
| That they do provide medical for my daughter. | The income levels for medical should be more realistic. My husband makes just over the income level for three people, so he and I don't get any medical at all. | | 8 year old Caucasian female using program(s) M |
| I like DVR the best. They're helping me to meet my goals. | You need medical for low income people that are over 18 but that don't have children. | | 20 year old Caucasian female using program(s) V |
| I really like the program to help people find jobs. The social workers are great and really help you. | Some CSO staff really have bad attitudes. | | 6 year old Other Race, Hispanic male using program(s) EM |
| They are really supportive. | I can't think of anything. | | 24 year old Caucasian female using program(s) EMZ |
| They helped me get on SSI and helped me get on my feet when I left my abusive husband. | There is a lack of communication between DSHS and the community, and between the different DSHS workers in the CSO. | | 41 year old Caucasian female using program(s) EMZ |
| I don't know, it's hard to answer. | Nothing. | | 78 year old Asian American female using program(s) AEHM |
| Not having a co-pay on the medical is very helpful. | I'm having problems finding a doctor that will accept new patients on Molina. | | 1 year old Caucasian male using program(s) EM |
| I'm glad that it's there for people that need help. | It takes too long to get appointments. It's hard to always be on time for 8:00 AM appointments when you have to ride the bus for an hour just to get there. Once I was one minute late, and they wouldn't see me that day. | | 38 year old Caucasian male using program(s) MS |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|--|
| I like the food stamp and medical programs. | The WorkFirst program expects you to attend class in the downtown office, then go out to the north office for an hour in the job club, and then go out for five job contacts, all in the same day. Then when you can't keep this schedule they put you in sanction. I travel by bus and it's impossible to do all this. | | 1 year old Caucasian male using program(s) CEM |
| I especially like social worker Russell Glatt in the Pasco CSO. He has bent over backwards to help us. | You need people who are understanding, that don't judge everybody by the actions of a few people. | | 9 year old Other Race, Hispanic female using program(s) EM |
| I adore my DDD caseworker, Tony Dibartolo in the Spokane office. He is outstanding. | You need faster turnaround time to get new respite care workers through the application process. | | 17 year old Caucasian female using program(s) DM |
| They help you with what you need to do. | Nothing, I guess. | | 22 year old Caucasian female using program(s) DMV |
| When I was down and out they were there to help me. | Some of your staff just have bad attitudes and are grouchy and mean. | | 26 year old African American female using program(s) EMZ |
| Their acceptability. | It would be nice to have a brochure with all the programs in DSHS and a brief description of what each one does. | The Food Stamp program should make sure to look at each case and the effects of small amounts of income that drastically reduce the benefits. It's difficult when benefits are cut and you still have the same number of costs. | 47 year old Caucasian male using program(s) EMVZ |
| I like that they helped me. | There should be more help for people who are single parents and are only paid minimum wage. They say I make too much money, but it's only minimum wage. | | 13 year old Caucasian male using program(s) HM |
| How easy it has been for us to get help. | Our EBT card has split. We taped it up with clear packing tape so it won't break completely in two. We told our case manager but they won't replace it. | | 15 year old Caucasian female using program(s) EM |
| I like how their services work. | I live in Federal Way and I don't like that they transferred my case to Seattle. | | 19 year old Caucasian, Hispanic male using program(s) DHMV |
| The medical card and doctor services. | I can't think of anything. | | 74 year old Other Race male using program(s) EM |
| DVR's ability to listen to a person. | More funding for DVR programs so that the waiting list can be done away with. | none | 59 year old Caucasian male using program(s) V |
| They have always been there. | Take DSHS away from the State and have a private company run it. | | 44 year old Caucasian male using program(s) EM |
| The help. | Get the government out of services. | none | 51 year old Caucasian male using program(s) EV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|--|
| Hard to say. | Rules need to be more accommodating so that the programs help the people who really need help. | none | 19 year old Other Race, Hispanic male using program(s) MV |
| That I can take my baby to the doctor without having to pay a huge bill. | The call center people should listen to us first before they ask all their questions. They wouldn't let me tell them why I called. | | 0 year old Other Race female using program(s) M |
| The whole thing. | We need more money in the grants because the prices for everything have gone up. | | 45 year old Caucasian male using program(s) EM |
| I love all their options of service. | Actually, nothing really. | | 25 year old Other Race, Hispanic male using program(s) EHM |
| DVR was quick to interview me. | The Food Stamp program income rules should be consistent from person to person. | The Food Stamp program should go by net income, not gross income. | 60 year old Caucasian female using program(s) V |
| Likes their positive attitude when it is demonstrated. | DSHS needs to improve consistency in being positive in client contact. | none | 19 year old Asian American female using program(s) EMV |
| The fact there is assistance available. | Include alternative medicine and nutritional counseling in the Medicaid program. | DVR gets my highest regards. It is much more personal than other divisions of DSHS. | 41 year old Caucasian male using program(s) EMV |
| That they are there to help. | I filled out the paperwork for medical and sent it in but never got a response. I kept waiting and about 3 months later when I got ahold of them they said that we had medical this whole time. But I never knew it. We got stuck paying for all our medical expenses because DSHS never let us know. | | 10 year old Caucasian male using program(s) M |
| The help. | More handling of the paperwork. | | 2 year old African American male using program(s) M |
| Nothing good in my experience with DSHS. | DVR needs to look at individuals and their unique needs. | NONE | 40 year old African American male using program(s) V |
| They are understanding and respond to your needs. | Have more than one medium for communicating with DSHS (i.e., E-mail or phone). | None | 21 year old Caucasian male using program(s) V |
| I don't know. | No, nothing. | | 2 year old Other Race, Hispanic female using program(s) EM |
| The help they offer. | Make it easier to get medical. | none | 34 year old Caucasian male using program(s) DEHMSV |
| Nothing. | They need to look at individual need rather than a standard. | none | 50 year old Caucasian male using program(s) V |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---------------------|---|
| It was there to give us something. | Our work is at a day care. 80% of our children are state funded. We have to count on our parents to let us know their DSHS status. We can't call DSHS to get information. Why can't we help the parent with DSHS problems? | | 5 year old Caucasian female using program(s) EM |
| I can't really think of anything right off hand. | The people in the Colville office are very rude. They don't really need to know as much about us as they say they do. | | 0 year old Caucasian male using program(s) M |
| That it was there when we needed it. | I wouldn't know how to answer that question. | | 0 year old Caucasian male using program(s) M |
| It was nice knowing the pressure was off of you because of having medical, and knowing I wouldn't have a lot of medical bills to pay. | No trouble. | | 18 year old Caucasian female using program(s) M |
| That the programs are there when you really need them. | Sometimes they're rude. This needs some attention. | | 16 year old Other Race, Hispanic female using program(s) EM |
| Offers me some very good services that I good not afford otherwise. | Nothing I can think of. | none | 33 year old Asian American female using program(s) AMV |
| The help. | Have more programs for people who are disabled to find work, as well as more training programs, as well as more money grants for single disabled people. | none | 45 year old Caucasian female using program(s) EVZ |
| Not a thing. | Need to get the right hand to know what the left hand is doing. There is a lack of coordination of divisions in DSHS. | None | 51 year old Caucasian male using program(s) EMV |
| The financial help. | Do away with the long waiting lists. | none | 21 year old Caucasian male using program(s) V |
| The good and compassionate workers. | When a person is handicaped they should be immediately transferred to DVR and all services coordinated through DVR. They also need more funding. | none | 47 year old American Indian female using program(s) EHMV |
| I like the fact that they have several different programs designed to get me back into the work force. | DSHS needs more people manning the customer call centers. | none | 28 year old Caucasian female using program(s) EMSVZ |
| I don't like any of DSHS. | I don't like DVR. I was misled, lied to and given wrong information. They treated me like a criminal for asking to look at my own file. After getting permission from the Director, I was able to see my file, but only with a DVR employee standing guard, and only after they had removed some of the paperwork from my file. The staff are rude and insensitive. | | 34 year old African American male using program(s) VZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---------------------|--|
| I feel I am treated with consideration and respect in dealing with DSHS. | More job training in Economic Services, especially geared to what I could do. | | 54 year old Other Race, Hispanic male using program(s) CEHMV |
| That I can always get through to someone at the main office when I call. | Communications between the CSO and Basic Health has lots of problems. Basic Health does not seem to get information from the CSO. | | 5 year old Caucasian female using program(s) M |
| The only good thing is that they give my son medical coupons. | They need to fix how they help people. I know too many people that get assistance that just sit around and don't do anything. | | 10 year old Other Race, Hispanic male using program(s) EM |
| All my caseworkers were really nice. I had no problems. | There are so many people that work the system. You need to be strict and investigate people. | | 5 year old Caucasian female using program(s) EM |
| That they were there when I needed them for food and money to get off the street. The money let me buy a tent to live in. They helped me get medical for my cancer treatment. | Part of my cancer treatment was getting a prescription for medical marijuana. But it was in my old married name before getting divorced and I can't get the name changed now so I can't get it filled. When I went to the street for illegal purchases I was attacked and raped. Since I have intractable back pain I still need the medical marijuana. DSHS won't help me, and they won't help me get an advocate. | | 50 year old Caucasian female using program(s) EHMV |
| How they treat me with respect. | Do away with the gross income test for Food Assistance. | None | 46 year old Caucasian female using program(s) EVZ |
| They are quick to answer any of my questions. All around they are good. | I don't know. | none | 51 year old Caucasian male using program(s) HMV |
| Nothing. | More funding for DVR. | none | 43 year old Caucasian male using program(s) V |
| Staff are caring people that have helped me with my family's needs. | I don't know if there could ever be the possibility of having medical coverage for non-citizen children on a monthly coupon. | | 7 year old , Hispanic female using program(s) EM |
| I like the social worker. | I don't know. | | 47 year old African American male using program(s) EHM |
| That it's convenient for me to get to the office, and they have been good to me. | The wait time in the office waiting room is too long. | | 13 year old American Indian female using program(s) EM |
| I feel confident that they will listen to my needs and so far I have been very satisfied with the service given. | No response. | | 0 year old Other Race, Hispanic male using program(s) M |
| The help. | Make provisions for people who have difficulty with paperwork. | none | 41 year old Caucasian male using program(s) EMVZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---------------------------------------|---|
| Don't know. | De-confuse the information about each Division under DSHS as to services they offer; make it more user-friendly. | none | 31 year old Other Race, Hispanic male using program(s) DHMV |
| There have been some tough times that they have really helped us out with. | The biggest problem I had was when my husband was out of work and I was going to school full time. But the school wasn't approved so they made me look for work too. I wasn't able to be a parent and full time student and look for work. | | 24 year old Caucasian female using program(s) EM |
| I like it because I'm not working right now, was laid off after eight years, and it has helped me a lot. | When you try to call it takes fifteen to twenty minutes waiting on hold. Sometimes when you go to the office you have to sit and wait one to two hours. | | 17 year old Other Race, Hispanic male using program(s) M |
| Can't think of anything right off. | Too much paperwork. | | 44 year old Caucasian male using program(s) EHMV |
| The help. | Nothing. | none | 30 year old Caucasian female using program(s) DEMVZ |
| They motivate me. | Raise income levels when the minimum wage goes up. | | 6 year old Caucasian male using program(s) EM |
| That services are provided in one day, no longer have to wait for an appointment. | Nothing. | none | 1 year old Other Race, Hispanic male using program(s) EM |
| The friendliness of the staff, their prompt return of phone calls, and their explanations are excellent. | Nothing. | none | 51 year old Caucasian female using program(s) EMV |
| The help. | Nothing. | none | 66 year old American Indian female using program(s) EM |
| The help. | Nothing. | none | 36 year old Caucasian female using program(s) VZ |
| The help. | DVR needs to speed up services to the client. | I wish they would help me find a job. | 54 year old African American male using program(s) DV |
| I like the job services in WorkFirst. | The social services need to be fixed. The CPS workers are the "kiddy Gestapo" of DSHS. There is no safe place for disclosure to social services. | | 13 year old Caucasian male using program(s) CEM |
| Everything. | I don't know. | | 15 year old Other Race, Hispanic male using program(s) EM |
| They are helpful when you need them. | You need more workers so they don't need to be rude because they're so overwhelmed. | | 9 year old Caucasian female using program(s) CEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---------------------|---|
| They are very helpful. | Don't really know. | none | 30 year old Caucasian female using program(s) MV |
| They are caring. | DVR could do a better job in keeping clients informed as to what is going on. | none | 20 year old Other Race, Hispanic female using program(s) V |
| They help me very well with my needs | No response. | | 58 year old Other Race, Hispanic female using program(s) EM |
| The in depth testing for assessment by DVR and the support I receive from my DVR worker. | Need an outside expert resource center for clients because of deliberate misinformation given out by some workers at the CSO. This is based on my experience at Shelton CSO as a grandmother applying for assistance for a grand daughter I was caring for in my home. I was told we were ineligible for assistance twice in the first four years of her life. Later found out I was actually eligible for TANF all along. Although the CSO gave me misinformation, they did not have to go back and make the wrong right. | none | 51 year old Caucasian female using program(s) EMVZ |
| I like the people and the help. | More guidance for protective payees. | none | 24 year old Caucasian female using program(s) CEMSZ |
| We liked working with the adoption workers. | When we were foster parents, it was frustrating because they did not regard us as part of the team. We were "just the foster parents." | | 7 year old African American male using program(s) DM |
| The help. | More staff. | none | 28 year old Other Race, Hispanic female using program(s) E |
| Staff very nice and helpful - good with resources and suggestions. | More personal and individualized services based on needs, but they really do pretty well at that already. | | 9 year old Caucasian female using program(s) EM |
| The help. | Be more understanding and faster in doing the paperwork. | none | 30 year old Caucasian female using program(s) EZ |
| Easy, no hassle. | Need cleaner offices. | | 35 year old Caucasian male using program(s) E |
| They do offer some help. | Sometimes it's hard to get the services that you know they provide but they just choose not to help you. They won't see anyone after 4:00 even though they're open 'till 5:00. Doctors won't take new patients that are on DSHS if their quota is full. They only take so many new DSHS patients. Then we have to go to the emergency room. | | 5 year old Other Race, Hispanic male using program(s) EM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---------------------|--|
| At the time I needed help they were right there and I didn't have to wait. This was mostly because of caseworker Holly Kien in the Renton CSO. She is great. | Some of the people have attitudes and act as if they are paying the benefits out of their own pockets. | | 0 year old Other Race, Hispanic female using program(s) EM |
| I appreciate the full coverage and the fact that there was money provided for services when there was no money at home. | That there could be some leeway for qualifying for Medical Assistance, especially when looking at a situation where there is a terminally ill parent involved. | | 3 year old Caucasian female using program(s) M |
| My experience has been with caring and helpful people. | The CSO staff should treat all people with the same consideration. Not get impatient with the simple or ignorant people that might need more help to understand. | | 7 year old Other Race, Hispanic male using program(s) EM |
| I live in Florida now and find that Washington DSHS is much better then Florida's medical and food stamp system. | I can't really think of anything, as it worked really well for me. | | 43 year old Caucasian female using program(s) EM |
| I especially liked having medical coverage because hospitals are expensive. | Older people should be able to have more frequent eye exams. | | 47 year old Caucasian female using program(s) EM |
| Their promptness in returning phone calls and answering my questions. | More staff. | none | 43 year old Caucasian female using program(s) EHMV |
| We feel blessed that Mom has had such good care. | They have screwed over one of my friends in the food stamp and medical programs. Her daughter has a trust fund that is untouchable, but DSHS won't listen. | | 72 year old Caucasian female using program(s) AM |
| The Quest card. | Lengthen the certifications. | none | 11 year old Caucasian male using program(s) CEM |
| Their support and help. | Do not require job search until after training is completed and provide more support in finding a job. | none | 37 year old Caucasian male using program(s) V |
| Some WorkFirst case managers are very helpful. | Some WorkFirst case managers look down on people who have less than they do. | | 18 year old African American male using program(s) EM |
| The best thing is the childcare and food assistance. | When you go out and get a job, they cut off your TANF right away and your food stamps are cut back and your childcare co-pay goes up. They should give you thirty days of work, before they start counting your earnings, to help you get on your feet. | | 5 year old Caucasian male using program(s) EM |
| I especially like talking to my worker at DSHS. She is very patient and attentive. | None. | | 3 year old Other Race, Hispanic male using program(s) M |
| Overall, everything. Getting medical and childcare is very nice. | Honestly, I don't see that there is anything. | | 4 year old Caucasian female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| They do a good job helping me out. | Nothing I see. | none | 28 year old African American female using program(s) EMZ |
| When I can talk to the lead worker, instead of the intake worker. | Nothing. | none | 21 year old Caucasian male using program(s) EHV |
| Not dealing with them. | One worker per one client. | none | 22 year old Caucasian female using program(s) EMZ |
| They help people, that's all I can say. | Nothing. | | 7 year old African American male using program(s) EM |
| I can go in and talk to them personally when I have a problem | More staff. | none | 1 year old Other Race, Hispanic male using program(s) EM |
| They are there when you need them. | More courteous workers. | none | 9 year old African American male using program(s) EM |
| None. | Hassle, Spanish (illegals) get services faster - nothing left for the rest of us | Too few medical providers accept medical coupons. | 14 year old American Indian, Hispanic female using program(s) EM |
| How the staff are helpful. | Nothing. | none | 3 year old Caucasian female using program(s) EM |
| I like the fact that they are there. | There's a lack of funding for DD in-home health care and there are more cuts coming. I'm the provider for my DD daughter and I'm being punished because we are related. My hours have been cut from 144 to 96, and now down to 70 per month. It's to the point that I'll need to get an outside job. If that happens I'll have to put my daughter into an institution. | | 26 year old Caucasian female using program(s) ADM |
| Can't think of anything. | Can't think of anything. | | 40 year old Caucasian male using program(s) DM |
| That it is fairly simple and not very hard to understand. | The WorkFirst program has a lot of stupid rules. They require men to wear dress slacks, dress shoes and your shirt must have a collar. I don't go to WorkFirst because I can't afford the clothing. WorkFirst is not a job interview. They just sit around using computers. | | 39 year old Caucasian male using program(s) EM |
| Have nice persons, treat me well. | Increase food stamp benefits. Every time I get a cost of living increase, they reduce my foodstamps. | My youngest child is 22. The only time child support was sought for him was when I got assistance through the tribe several years ago. | 52 year old American Indian male using program(s) EMZ |
| They have been there when I needed them. | Attention deficit problem wasn't covered. Can't go to a specialist. DSHS needs to improve and communicate better about services for attention deficit. | None. | 60 year old Caucasian male using program(s) EM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---|--|
| We were only in Washington for a few weeks before we moved to Tennessee, we appreciated the help. | I don't know. | none | 21 year old Caucasian female using program(s) EM |
| The caseworker goes back and tries to help you and find out what you qualify for. They are complete in activities on site and don't have to call client for more information. | No comment. | Sometimes receptionists are rude! Caseworkers are good though. | 15 year old Other Race, Hispanic female using program(s) EM |
| They were there to help when I needed it. | I don't know. | none | 11 year old Caucasian male using program(s) EM |
| They are helpful. | DSHS needs more staff and funding. | none | 38 year old Caucasian female using program(s) EMZ |
| It is close to my home. | They need more reception staff. | none | 28 year old Other Race, Hispanic male using program(s) ACEM |
| I don't because my experience with them has not been that good. | DSHS will not help me with childcare so I can look for work. I have child support that is just about the grant. I recently graduated from medical assistant schooling. I cannot be part of WorkFirst because I am not on a grant. I have no family here or friends I can impose on. They need to help people in this kind of situation with childcare. | none | 5 year old Caucasian female using program(s) EM |
| People in need have help to go get as a last resort. | There are a lot of people that get help but they don't really need it, or they don't try to work. It's a waste of tax money. | | 26 year old Caucasian male using program(s) CEM |
| Grateful for the help. | Senior citizens seem to be lumped together as either having an addiction or mental issues. This stigma shouldn't be attached to us. | none | 59 year old Caucasian female using program(s) EMV |
| Helped out - especially the medical in emergency situations, and fs to help fill in the gaps in work income. | Some things we need are not accounted for.... mandatory car insurance, high rent, etc. | DSHS in Port Townsend is much better to work with than Seattle. | 7 year old Caucasian female using program(s) EM |
| Friendly and helpful staff. | No comment. | | 4 year old Other Race, Hispanic male using program(s) M |
| They are knowledgeable whenever I ask them a question. | Nothing. | none | 29 year old Other Race, Hispanic female using program(s) EMZ |
| The speed of handling in the DSHS office. | Sometimes not enough people at reception desk. | None | 43 year old Caucasian male using program(s) EM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|----------------------|---|
| I want to thank Anna Panchenko for good understanding of the problems and good advice. | Client had to change the medical provider because of the language problems and switch to medical provider's "raspberry". | | 44 year old Caucasian male using program(s) EM |
| DSHS worker was very understanding and helped us a great deal. | DSHS worker should conduct business at least once per month in Ritzville! | Thank you very much! | 7 year old Caucasian, Hispanic female using program(s) EM |
| I prefer not to have to deal with them; however our situation is such that it is necessary. I do appreciate the help. | None. | none | 49 year old Caucasian female using program(s) EMZ |
| They help you to get your life back together. | Give more time to provide information that is requested. | none | 47 year old Other Race, Hispanic male using program(s) E |
| I like the childcare part the best. | The counter staff treated me like I was nothing because I was coming for help and she had a job and I didn't. | | 34 year old African American female using program(s) EZ |
| Nothing. | The people that determine eligibility don't listen. They say that making minimum wage is too much money to get food stamps and I have two children. They should understand where we are coming from and our point of view. | | 2 year old African American male using program(s) CEM |
| There are a lot of different programs available. | At the reception counter some of the workers are overworked and in turn they have attitudes. | | 24 year old Caucasian female using program(s) EMSZ |
| They did not discriminate against anyone. | Put out a publication on resources available through the DSHS and the community. | none | 62 year old African American female using program(s) V |
| It has been helpful and has enabled me to work a full time job and meet my children's needs. | The problem I have is with the childcare help. The more money I make the more my co-pay is - until finally I make too much. Then when I'm cut off I have to pay the full cost myself and it's way too much of an increase all at once. The childcare help should continue on until the co-pay is the same as the full cost of care. Also, there should be some way to help with childcare when you're looking for work. | | 5 year old Caucasian male using program(s) EM |
| The fact I don't have to go into the office very often. | Increase the food allotment per person. | none | 50 year old Caucasian male using program(s) EM |
| That I can get help if I need it. | Some of the people that work there can be rude and act as if they don't like their jobs. | | 10 year old Caucasian male using program(s) EM |
| The food stamp program. | The people that work in the [Location Redacted] office have attitudes that suck. | | 43 year old African American female using program(s) EM |
| It's been reliable and they have been pretty fast about it. | The medical program needs to have better coverage for dental and vision. | | 36 year old Caucasian male using program(s) CE |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|----------------------------------|--|
| The staff is real good. | I don't know. | none | 31 year old Caucasian male using program(s) EM |
| The medical program. | The different departments need to communicate with each other. | none | 5 year old American Indian, Hispanic male using program(s) CEM |
| The help. | When a parent has a steady job and has had no changes in the income for over a year, I don't think it is necessary to have eligibility for food stamps and medical to be re-determined every 3 months. I like to see it extended to a year or at the very least 6 months. | none | 29 year old Caucasian female using program(s) EM |
| The help. | I don't know. | none | 13 year old Other Race, Hispanic male using program(s) EM |
| That they have been there with medical and food stamps. | I was told that both parents have to be working 40 hours in order to get childcare. That makes it very hard if you are looking for work or working part-time. | | 7 year old Caucasian male using program(s) CEM |
| I think they do a great job for disabled people. | Nothing. | none | 18 year old Asian American male using program(s) MV |
| I don't know too much about them, but they are good people and have been fair. | Nothing I can complain about. | | 42 year old Caucasian male using program(s) HM |
| I don't know. | I don't know. | none | 33 year old American Indian female using program(s) EM |
| The way they treat me. | They need a little more money to help the people. | They are doing an excellent job. | 27 year old Caucasian female using program(s) ADHNV |
| I do like that they are an available resource for earnest people who do need help. For food assistance it was great. | Not all of the offices are the same. Some are fast and some in the more poor areas are slow, crowded and not very accessible. | | 50 year old African American male using program(s) EM |
| Their efficiency. | More staff. | none | 14 year old African American male using program(s) DEM |
| The help they provide. | Offer more training for clients. | none | 2 year old African American male using program(s) EM |
| [Personal Information Redacted] can't work, so it's good that DSHS is taking care of him. | They are understaffed and overworked. | | 19 year old Caucasian male using program(s) DEM |
| The support and help they give us. | Don't know. | none | 19 year old Other Race, Hispanic female using program(s) EM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---|---|
| Never thought about it. | I would like to see an increase in the food allotment. | none | 49 year old Caucasian female using program(s) EMZ |
| Friendliness. | Shorter wait time. | | 23 year old Caucasian male using program(s) EMZ |
| Nothing. | They could be a little more patient. | none | 12 year old African American female using program(s) EM |
| I like that they are really fast at getting the help you need. | I don't like the long waits in the office waiting room and the long waiting on the phone. | | 1 year old Other Race, Hispanic male using program(s) EM |
| My children are able to go to the doctor when they need to. | Process, paperwork, verifications are tedious.....especially when things don't change. | Wish there was more dental care available. | 10 year old Caucasian female using program(s) EM |
| The help. | I am not really sure. | I am in sanction status with WorkFirst. Because I am, they only pay \$327 to the landlord. I am in sanction because I have to take odd jobs to make ends meet and not available to go to class for 4 weeks. If they would re-instate the full grant, I would go to the classes. | 26 year old Caucasian male using program(s) EM |
| I really like getting the same person to talk with. The last two times I've called in I got Ebony in the Region Five call center. She was awesome. | Communications need to be better. I've gotten letters postmarked on the same day as my appointment was supposed to be. Also, have gotten letters saying "here is the form we need you to fill out," and there wasn't any form. | | 24 year old African American female using program(s) EMZ |
| The help is there when we need it. | I'd rather see a plastic medical card, instead of the paper medical coupon. | none | 18 year old Other Race, Hispanic male using program(s) M |
| I feel like I have always been treated fairly. | I don't know. | none | 5 year old Other Race, Hispanic female using program(s) M |
| The help. | I don't know; everything has been fine. | none | 19 year old Other Race, Hispanic female using program(s) M |
| Automatically send DSHS medical ID card and food stamp at the beginning of the month. It is easy to use. | Not sure. | | 68 year old Asian American female using program(s) EM |
| I am trying to find something sarcastic to say; but, I can't do it justice. | Need all services from all the Divisions in one central place. | none | 45 year old Caucasian, Hispanic male using program(s) CEHMZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|---|
| The staff are tremendous people. | Get information about new resources out to the clients. | I like to see the Department get information out to shut ins about a pharmacy program called "Medicine-on-time" through High School Pharmacy. It is a mail program in which they keep sending the prescription automatically without you having to reorder. They handle any changes with the doctor. | 44 year old Caucasian female using program(s) HM |
| The people were easy to deal with. | Decrease the waiting time before you are seen. | none | 27 year old Caucasian female using program(s) E |
| | Hospital's bills - Our family was sure that medical coupon covered the services; but, we were stressed and confused by receiving the bills for medical services and it took some time before a neighbor explained that we just need to send a copy of the medical coupon to the hospital. | Long waiting time between medical appointments. Shortage of income. I lost my job about 4 months ago, and am not looking for job now because of my husband's upcoming surgery. | 55 year old Caucasian female using program(s) EM |
| Food Assistance. | To make the programs more accessible. | none | 46 year old African American male using program(s) EMSV |
| Medical ID cards for the children. I thought the family was not eligible for any medical assistance. | ? | | 30 year old Caucasian female using program(s) E |
| Big help - medical ID cards. | | Money. | 26 year old Caucasian female using program(s) EM |
| The help. | Allow more time to the individual client on phone contacts so that they don't feel just like a number. | none | 19 year old African American female using program(s) EM |
| Polite. | ? | More money. | 30 year old Caucasian female using program(s) EM |
| They are close to the house. | They are doing a fine job, no changes needed. | none | 16 year old American Indian female using program(s) EM |
| My counselor at Mental Health. | They need to provide more funding of the Mental Health program. | none | 22 year old Caucasian female using program(s) DEHM |
| Experience has been wonderful at the Federal Way office. | At the new office, they need to do what they say they are going to do. Three times I was told that the paperwork would be processed that day and the next day the money would be on my EBT card. This was not so, it took over ten days. During the interim, I was evicted from my home for non payment of rent. | none | 34 year old Caucasian female using program(s) CE |
| Nothing, as it is not a pleasant experience. | More staff. | none | 35 year old Caucasian female using program(s) EV |
| The help. | They need more staff. | none | 43 year old Caucasian female using program(s) EHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---|--|
| I think it is good they provide quick answers to our questions. | Make sure the caseworkers keep their appointments with the client. | | 6 year old Caucasian male using program(s) EHM |
| The ability to get medical care for my son. | No opinion. | none | 30 year old Caucasian male using program(s) CEM |
| The help. | I would like to see DSHS start a joint parent and teenager class on how to communicate with each other. | none | 36 year old Caucasian female using program(s) EHMZ |
| The help. | DCS needs to be more coordinated with the court system. | DSHS needs to have a program to provide childcare for single parents who are also a student. | 26 year old Caucasian female using program(s) EZ |
| Everybody has been at the very least courteous and helpful. | Medical benefits should continue until you are able to get medical benefits through the employer. Also, if you are trying to get work, but haven't been able to, you should be able to have medical benefits for things like medication, toothaches, etc. | An updated list (every 6 months) of stores and agencies that provide services for people who need help. | 19 year old Caucasian female using program(s) EM |
| Nothing. | Listen, treated as a person -- people on the lower levels listen and are kinder than the social workers and those higher up. DCS worker gave my address to abusive spouse. | Will be moving and will call in new address and telephone number, which will be EXTREMELY confidential as I am fleeing an abusive relationship. | 42 year old Caucasian female using program(s) EMZ |
| The fact they have these programs to help. | Add more providers to the dental program. | none | 46 year old Caucasian female using program(s) EHM |
| I can do my reviews by telephone so I don't have to go into the office. | They should have more doctors that accept medical coupons. And, you should not need a referral before being able to go to another doctor or a specialist. | | 28 year old Caucasian female using program(s) EMZ |
| The workers I've dealt with have been friendly and helpful, not judgmental or nosey. | There's not enough workers in the office. | | 24 year old Caucasian female using program(s) EMZ |
| They are there when you need them. | DCS could aggressively pursue support obligations. | none | 78 year old Caucasian female using program(s) Z |
| Their help. | I suggest hiring more staff. | none | 31 year old Other Race, Hispanic female using program(s) Z |
| That I'm getting medical, being as I'm a diabetic, and that I get food stamps. | When they send the papers for my review, they shouldn't ask for verification of everything when nothing in my life has changed. They should only ask for what is actually needed. And when they give us a time and date that they will call us, they should make that call, but they never do. | | 46 year old Caucasian female using program(s) EMZ |
| Nothing. | Get rid of the call center. | none | 41 year old African American female using program(s) Z |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---------------------|--|
| The fact they are collecting child support. | I am very satisfied. | none | 52 year old Caucasian female using program(s) Z |
| My COPES worker, Joann Soland, is the best thing about DSHS. | DVR needs more good counselors at the Puyallup office. | | 54 year old Caucasian male using program(s) AMV |
| The help. | DCS needs to pursue more aggressively the avenues available to them to collect support from dead beat parent who is court ordered to pay support. | none | 31 year old Caucasian female using program(s) EZ |
| That it's helping the elderly. | The rate structure for adult family homes needs to be fixed. The older the client is, the less DSHS will pay. It should be that the pay rates go up with the client's age because they need more and more care. | | 75 year old Caucasian female using program(s) AM |
| I like that they are there when you need them. | They asked for my information, and I provided it. Then they say that I didn't respond to their request and they deny my benefits. | | 40 year old Caucasian female using program(s) EMZ |
| That they will go after support without having to swap paper with the "ex". | They can be more aggressive in collection efforts. | none | 41 year old African American male using program(s) Z |
| I like the child support collection services. They were there when I needed them. | There's a lot of red tape in support enforcement and it has a real negative impact on the family. | | 46 year old Caucasian female using program(s) Z |
| Communication is better and the office is better organized. | Extend the period of time for eligibility reviews. | none | 44 year old Caucasian female using program(s) EMZ |
| The medical program. | I don't see anything. | none | 44 year old African American male using program(s) EMZ |
| They will do a phone interview if I am at work. | Assign one caseworker to a case so you don't have to re-explain everything. | none | 25 year old Caucasian female using program(s) CEMZ |
| The help. | Give more time for interviews. | none | 35 year old Caucasian female using program(s) EMZ |
| They are always helpful when I have a problem. | I don't know, as they have pretty much updated the system already. | none | 47 year old Caucasian female using program(s) AEMZ |
| That they pay part of my caregiver costs. | With inflation every year we should be able to have more than \$2000 in the bank. You should raise this each year. | | 80 year old Caucasian female using program(s) AM |
| That it helps to pay for my medications. | My caregiver drove me to the store and then pushed me in my wheelchair through the store. When DSHS found out about this they cut me off from meals on wheels. | | 75 year old Caucasian male using program(s) AM |
| Just keep carrying on. | None. | | 75 year old Caucasian female using program(s) AM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---------------------|--|
| Don't know. | They are telling people to get to work and that we are wasting their time. Sometimes the workers in the Sunnyside office will cuss. | | 83 year old Other Race, Hispanic male using program(s) AEM |
| I like that mother has medical care that she cannot pay for herself. | I'm completely satisfied. | | 86 year old American Indian female using program(s) AM |
| There are some really neat, caring employees who really like people. | For senior citizens, WASHCAP sits on their rear ends and make things difficult for older people. | | 63 year old Caucasian female using program(s) AEM |
| That there is someone there to care for our elderly parents. | I wish they covered wheels to walkers, the four wheeled walkers. They only cover the two wheeled walkers. I had to go buy my mother in law a four wheeled walker with my own money, about \$350. | | 87 year old Caucasian female using program(s) AM |
| The same worker who gets the job done. | I don't know. | none | 35 year old Other Race female using program(s) EMZ |
| Getting my money. | I don't know. | none | 31 year old Caucasian female using program(s) Z |
| Nothing at all with DCS. | DCS is very rude from the receptionist to the support enforcement officer. They are not professional at all. They lack coordination with other resources. | none | 31 year old Caucasian female using program(s) Z |
| I liked that they provided the service for a private person - not a person on any state assistance. | No suggestions. | Wonderful! | 40 year old Caucasian female using program(s) Z |
| I really like the automated client service. | I don't know. | none | 35 year old Caucasian female using program(s) Z |
| If you loose your EBT card now, it can be replaced within one hour. It used to take 24 hours. | Find staff who are a little more happy with their job. | none | 27 year old Caucasian female using program(s) EMZ |
| They've all been doing good. | I can't say. | | 55 year old African American male using program(s) ADM |
| I like the fact that they try to include my mother with me in the discussions. It's respectful to my mother because we're not talking about her behind her back. | Not too much now. | | 90 year old Caucasian female using program(s) AM |
| They have fulfilled my court order. | Send out an automatic notice to obligated parent each month as a reminder of support obligation due. | none | 48 year old Caucasian female using program(s) Z |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|--|
| They do try to work with the clients for the benefits, and helping the clients. | They do not take the full responsibility for their decisions, instead they say that Olympia will never approve it. And, they don't give enough hours for caregivers of Alzheimer's patients. And, their offices are only open to the public from 9:00 to 4:00 which makes it very hard for us adult children that work. | | 84 year old Asian American female using program(s) AEM |
| They try to help me when they can, even though they have a large caseload. | The food stamp amount needs to be more. I'm on a special diet and the food is expensive. I only get \$10. | | 56 year old Caucasian male using program(s) AEM |
| I like the fact that DCS got my son's dad to carry medical insurance on him. | Nothing. | none | 33 year old Caucasian female using program(s) Z |
| Liked that the caseworker was very specific about what he couldn't help me with. | Coordinate better with the court system so that the courts know what DSHS can provide. | DSHS is awesome!! | 46 year old Caucasian female using program(s) Z |
| Being able to mail in everything for the reviews instead of having to go into the office. | Provide medical coverage for adults. | none | 36 year old Caucasian female using program(s) EZ |
| I like the ease of receiving child support by direct deposit. | If there is a large amount of child support owed, why don't you work with the parent instead of garnishing the wages? | | 46 year old Caucasian female using program(s) Z |
| I like all the services, but especially the food stamps because they help me get food. | None. | | 64 year old Other Race, Hispanic female using program(s) AEMZ |
| I like being able to get ahold of mother's medical supplies. | There's not enough hours for caregivers of disabled elderly parents. I only get 130 hours per month for 24/7 care of my mother. I had to quit work in order to provide this care. | | 94 year old Caucasian female using program(s) A |
| I like the Medical Assistance program. Without it, I wouldn't be able to pay my bills. | Respond via phone quicker. | Groceries go up but I only get \$10 in food stamps. A higher amount of food stamps would help. | 57 year old American Indian, Hispanic female using program(s) AEHM |
| I don't know, I don't give it any thought. | I don't know, I don't give it any thought. | | 88 year old Caucasian female using program(s) AM |
| That the COPES program is available and you get the care you need. I am appreciative and very grateful for the help. | The attitude of the workers was condescending because I didn't know how to play the game with them. | | 59 year old Caucasian female using program(s) AEM |
| That they are always there and willing to help. | Sometimes they go left when they should go right. Not all of the workers are on the same page or have the same information. | | 28 year old American Indian male using program(s) EM |
| It definitely provides a need when you don't have any money. | Sometimes you run into the worker that thinks they are doing you a favor, and the offices are overcrowded. | | 83 year old Caucasian male using program(s) AM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|--|
| I just know that here in this assisted living home they have taken very good care of us. | I don't know of anything. | We will have our 71st wedding anniversary in 8-2005. | 92 year old Caucasian male using program(s) AM |
| They are very nice and helpful. | No comment. | | 39 year old Other Race, Hispanic female using program(s) AEM |
| I like all my social workers. | I don't think so. | | 84 year old Caucasian female using program(s) AM |
| I like the Yakima office best. | Return phone calls sooner than 24 hours. | none | 55 year old Caucasian female using program(s) ESZ |
| If you need something and ask for it you can generally get it. | I don't know. | | 90 year old Caucasian female using program(s) AM |
| The help they provide | Not anything | none | 94 year old Caucasian female using program(s) AM |
| The caring attitude of the workers in trying to keep my mother in her own home. | Screen care workers better for honesty. | Please no more funding cuts. | 79 year old Caucasian female using program(s) AHM |
| That I can do business over the phone. | Don't use automation in the waiting area for clients to contact the worker to see them. | none | 92 year old Caucasian male using program(s) AM |
| What I like is that it's there and I haven't fallen through the cracks. | I require 24 hour care and my caretaker hours have been severely cut back, from 185 hours a month to 56 hours. Now my caretaker may have to get another job to survive, and then I'll be left alone while she's working that other job. | | 55 year old Caucasian female using program(s) AM |
| They were looking out after the child's welfare. | There is little or no resources available for children who may need emotional support. | none | 47 year old Caucasian female using program(s) Z |
| Nothing. | Increase the budget to hire more staff. | none | 42 year old Caucasian male using program(s) Z |
| I like our COPES case manager. I can call and get answers or service very quickly. | I can't think of anything. | | 91 year old Caucasian female using program(s) AM |
| They keep accurate records. | I cannot think of anything. | none | 46 year old Caucasian female using program(s) Z |
| They took all the complications out of the process. | When there is a need to go back to court for a revision of the court order, the State could help with the cost. | none | 33 year old Caucasian female using program(s) Z |
| Overall, every time I call I get results and get answers quickly. | I really don't know. | | 83 year old Caucasian female using program(s) AEM |
| That, for me, would be a very hard question. | If I researched it I could find something. | | 80 year old Caucasian female using program(s) AM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|---|
| They treat you very nice. | No comment. | | 74 year old Other Race, Hispanic male using program(s) AM |
| The direct deposit of child support. | Improve interstate agreements for child support. | none | 52 year old Caucasian female using program(s) Z |
| Nothing. | DSHS could raise my food stamps a little bit. | | 57 year old Caucasian male using program(s) AEM |
| I don't like dealing with them. | They need to treat the client with more respect and review them as individuals. | no | 0 year old Other Race, Hispanic male using program(s) EM |
| I don't know. | More courtesy from the workers within the CSO's. More expanded coverage under the medical program for both adults and children. | none | 30 year old Caucasian female using program(s) CEMZ |
| Quick response most of the time. | Listen in on some of the conversations with clients (i.e. monitor telephone calls of workers). | | 29 year old African American female using program(s) EZ |
| Their policy to get back to the client quickly. | Nothing. | none | 33 year old Caucasian female using program(s) Z |
| My worker at DCS. | Nothing I can think of. | none | 41 year old Caucasian female using program(s) Z |
| They've always been friendly with me and I don't have any complaints. | Well, I think it should have more one-on-one communication between workers and clients. | | 51 year old Caucasian female using program(s) AM |
| I don't have to worry about my child support being collected. They do a very good job. | Nothing. | none | 48 year old Caucasian female using program(s) Z |
| I like the services and the medical coverage. It makes me feel safe and comfortable. | I don't really recall anything. The communication is excellent and the social worker is polite and courteous. | | 64 year old Caucasian female using program(s) AM |
| The availability of services, being as I have no other way of making an income since I'm disabled. | There should be burial or cremation services. If I buy my own policy they count it against me. Why is it that the state can't take care of my last medical need, cremation, since I'm on medical coupons and burial/cremation is mandated by law in this state. Also, I don't like DSHS coming in to take my belongings after I'm gone. | The "enter me to win \$250 in groceries" on the gold page looks cheeky and is not up to DSHS standards. | 53 year old Caucasian female using program(s) AEM |
| The customer service line. | Increase the pharmacy provider options for the clients, as well as increase covered medication. Mental health could use more providers too. | none | 34 year old American Indian female using program(s) EHMSZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|--|
| That they are here for us, even if the provisions are not quite what we'd like. | The COPES caregivers need to be screened better. We've had them take our food, just up and leave my mother all alone for the day, go through our drawers. I've even had to put locks on some of our inside doors to keep them from snooping. | | 92 year old Caucasian female using program(s) AM |
| They respond quickly and informatively. | Cut down on the paperwork. | none | 34 year old Caucasian female using program(s) Z |
| I like them a lot better than the stuff I'm on down here in Oregon. | I've always had an excellent relationship with them and they've been wonderful to me. | | 48 year old Caucasian female using program(s) AMZ |
| There was a lady who was nice to me and tried to help. | My medication is ruining my teeth and they won't cover my dental needs. They just keep on pulling my teeth. | I have called the 800 phone number on back of the medical coupons, but never got through to a live person. | 53 year old Caucasian female using program(s) AEM |
| Not a lot. | It's a bureaucratic nightmare. It's very hard to access a real person that can tell us the status of our services. Our services are pending more than being active. The system is very confusing. The system creates more stress which results in health issues which are worse than no services at all. I could spend four hours a day just trying to work with all the different agencies and trying to figure out what is going on. It's a wild goose chase. | I called the 800 phone number on the back of the medical coupon but did not get through to a live person. | 50 year old Caucasian male using program(s) AEHM |
| I really have no opinion. | I think they have too many people to deal with, an overload of people. | | 75 year old Caucasian female using program(s) AEM |
| They help when necessary. | Pay closer attention to what the client is saying. | none | 27 year old Caucasian female using program(s) CEMVZ |
| Nothing at all. | Not being so noseey. | none | 38 year old Caucasian male using program(s) CZ |
| Lot less paperwork than it used to be. | I don't have an answer for that question. | none | 33 year old Caucasian female using program(s) EHZ |
| They treat everyone equally. | More staff. | none | 25 year old Caucasian female using program(s) MZ |
| The quality, professionalism and caring of her caseworkers. Thuan Ngo and Courtney Thomas-Botham, both in the HCS office on Airport Way S, have been extremely helpful. | I don't have any suggestions. | | 83 year old Caucasian female using program(s) AM |
| That services I need are available. | Interpreter services - some interpreters do not interpret correctly what is being said, either emitting or adding to what is being said in interview. | | 25 year old Other Race, Hispanic female using program(s) Z |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|---|
| I don't know. | They should be aware that the assisted living care center needs to contact the patient's relatives to let them know of any health concerns. | | 66 year old Caucasian male using program(s) AM |
| The caseworker at the mental health clinic was very well liked, but I think she has problems of her own. | They should review their clients more often. | | 68 year old Caucasian female using program(s) AEHM |
| The courtesy and care given. | The last time mother was in the hospital there was a lack of communication between hospital staff and social services and us. | | 95 year old Caucasian female using program(s) AM |
| I think they are fair and impartial enough. | Your forms need to have bigger print, and be easier to fill out. Change the color of the paper. The question format needs to be improved. You'd get better information if the forms were easier to fill out. | | 54 year old Caucasian male using program(s) AM |
| That I don't have to argue with my "ex" about the money. | I think they could do a better job in explaining how the process works. | DCS is very helpful. | 40 year old Caucasian female using program(s) Z |
| That they deal directly with the paying parent. | Hold the paying parent accountable and be more aggressive in collection efforts. | I cannot stress enough that DCS be more aggressive in their collection efforts. | 43 year old Caucasian female using program(s) Z |
| Automatic deduction from my ex-husbands' payroll for child support. | Implement the rules for payroll deductions for child support in a timely fashion. | none | 51 year old Caucasian female using program(s) Z |
| I really appreciated the medical coupons for the family when we needed them. | No comment. | | 24 year old Other Race, Hispanic female using program(s) MZ |
| I appreciate that they represented me; so that I didn't need to hire an attorney. | Nothing. | none | 47 year old Caucasian female using program(s) Z |
| Not having to deal with "ex" at all. DCS handles it all. | Expand services to automatically adjust the child support obligation as the child becomes older. It cost more as they get older. | none | 39 year old Caucasian female using program(s) EMZ |
| The DVR services have been great. The things that the medical coupons cover are fully covered, but it's difficult to find out what is covered, especially medications. | The high caseloads and computerization have blocked direct access to caseworkers at the CSO. They now have computer generated appointments that the client has no way of changing even if it conflicts with major components of their life. If you go into the CSO they won't let you see your caseworker. Also, the lack of dental care means I have to pay my own expenses, but the food stamp program won't allow these as medical deductions. | I have called the 800 phone number on the back of the medical coupon, but after waiting on hold for an hour and a half I was cut off. | 43 year old Caucasian female using program(s) AEMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---------------------|---|
| They are very pleasant people, but there is never a decision maker present when you need one and they always say that they'll have to look into it. Then you get the bad news in the mail. | My mothers' Social Security and pension are about half of what her care facility costs. So she makes too much to get DSHS help but not enough to pay for care herself. I had to go get an attorney to help us with DSHS. | | 81 year old Caucasian female using program(s) AM |
| Not having to worry financial-wise about my needs, and getting the care I need without having to pay for it. | Nothing that I can think of. | | 50 year old Caucasian female using program(s) AM |
| Well, just that it's been there when I needed it. | I can't think of anything right now. | | 41 year old Caucasian female using program(s) AMZ |
| I've never given that a lot of thought. | I don't think I can think of anything that's wrong. | | 48 year old African American female using program(s) AEHM |
| It's a good service that's needed by people who don't have any other resources. And it helps people that don't know how to access resources. | The case managers are far too loaded down. There's such a long waiting period to get help, when you need a case manager to come out and do an assessment. | | 68 year old Caucasian male using program(s) AM |
| My caseworker, Kathryn Hilman, in the Vancouver office is one of the most outstanding, caring people I have ever met. | Nothing. | | 67 year old Caucasian female using program(s) AEM |
| I like that support enforcement is there. | They should have yearly audits on the amount of back child support owed. I don't think support enforcement is figuring it correctly. | | 44 year old Caucasian female using program(s) Z |
| It's been very good for [Personal Information Redacted]. | Well, I don't know. | | 90 year old Caucasian female using program(s) AM |
| Medical, food stamps and basic need, mostly. | I don't know. | | 80 year old Asian American female using program(s) AEM |
| NOTHING. | NO SUGGESTION. | | 34 year old Caucasian female using program(s) Z |
| The help. | I have no idea. | | 41 year old Caucasian female using program(s) EZ |
| I guess just that they are there and have been exceptionally helpful. | I've been totally satisfied with them. The people there seem to be carrying a heavy caseload. | | 91 year old Caucasian male using program(s) AM |
| No, there's nothing I like about DSHS at this time, except that they don't make me come into the office for eligibility reviews. | They don't understand disabilities, especially mental disabilities. Or else they don't care. Essentially they are clueless about bi-polar disorders. | | 35 year old Caucasian female using program(s) AEMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|---|
| Nothing really. | When the head of the household is on disability and the household circumstances remain the same, we should not have to be filling out the review form every three months. | Increase reimbursement to medical doctors so that more of them will accept the medical coupon. | 36 year old Caucasian female using program(s) EMZ |
| Well, the COPES I guess. They take care of me and are paying \$1100 every two months for my medication. | For me, nothing really. I mean I have no complaint with DSHS. | | 81 year old Caucasian female using program(s) AEM |
| I have no answer for that one. | Cost of living has gone up thus the grants need to go up. The grants have not keep pace with the cost of living. | Medical coverage needs to be expanded to cover the necessities. | 36 year old Other Race female using program(s) EMZ |
| I do like the fact they return phone calls quickly. | If the absent parent is not paying child support and their whereabouts are unknown, refilling out the forms every year should not be necessary. | none | 37 year old Caucasian male using program(s) Z |
| I've worked with DSHS for a number of years as a foster parent. Overall they have been very helpful and dependable. | I've been working with them and everything seems to be going in the right direction. But I have a problem when they cut off the medication I need, and when they don't cover the diabetic shoes that I need. | | 60 year old African American female using program(s) ACEM |
| Well, I like that they provide the COPES and medical programs. | They have this new computer program that cuts our care giving hours back, from 184 down to 111 hours a month. So I've had to go get outside work too. Dad has an inner ear balance problem and he shouldn't be left alone. | | 85 year old Other Race male using program(s) AM |
| When I call they call me right back. Good communications. | I have no complaints. | | 40 year old Caucasian female using program(s) AM |
| I don't know. | I don't know. | | 23 year old Other Race, Hispanic female using program(s) ADEHNV |
| The lady I've worked with at the Spokane Valley office, Maureen Furshong, has answered my questions and has done a lot for me. | The spend down part of medical needs to be fixed. There's no way I can afford to pay \$2300 every six months. | | 55 year old Caucasian male using program(s) AM |
| The lady that we've worked with, Susan Weckesser in the Olympia Area Agency on Aging has been very eager to help. | Well, I don't know. I'm not their judge. | | 53 year old Caucasian female using program(s) AHM |
| They've helped me over the years (since 1986). | I can't think of anything. They've always done me right. | | 59 year old Caucasian male using program(s) AHM |
| I believe the programs that they have and the people they have are there to help you. | I believe probably, I cannot tell. | | 86 year old Other Race, Hispanic female using program(s) AEM |
| They help out the disabled that are in need. | They need to allow more living expenses for the disabled. They have them very tight. | | 34 year old Caucasian male using program(s) AM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---------------------|--|
| Compared to California, Washington does a better job in determining eligibility in a timely manner in the application process. | Some workers should strive to be more attentive and patient - show interest instead of being abrupt in interviews. | No comment. | 6 year old Other Race, Hispanic female using program(s) EM |
| They are there for people that need it. | They need to make sure that the right people get medical coupons and COPES services. | | 49 year old Caucasian female using program(s) AM |
| The people we work with make things as easy as possible and help us with suggestions. We are real pleased with their help. | I think that when it comes to the elderly it's very hard to get the benefits that they need. I have noticed that there is discrimination against some of the elderly White people because of racism. In the Tri-City area the minorities get better benefits than the Whites. | | 88 year old Caucasian female using program(s) AM |
| The collection of support. | Give more information on support collection criteria. | none | 45 year old Caucasian female using program(s) Z |
| The people that work there...Jennifer Burkett was completely attentive to every detail, was very personable and respectful to mother and got the job done. And Irina in the Lakeway Office provided thorough directions with an immediate response and also got the job done. | They probably need more help. | | 88 year old Caucasian female using program(s) AM |
| They do a lot and it's hard to deal with all the people. | The politicians need to stop reducing the DSHS budget. | | 35 year old Caucasian male using program(s) AEM |
| They are very good with the medical needs. | No comments. | | 43 year old Asian American female using program(s) AEM |
| They are very kind to me and provide all my needs. | No response. | | 73 year old Asian American female using program(s) AEHM |
| No response entered. | I would like to have more information in Russian. I would like to have a Russian interpreter for setting up medical appointments. | | 49 year old Caucasian male using program(s) AEM |
| Because when I call they listen to me and talk to me with courtesy and respect. | To continue with their doing best. | | 72 year old African American male using program(s) AEMZ |
| I have no idea. I'm glad they are there. | Why do they have to send you a letter every month changing the amount of your food stamps? | | 57 year old Caucasian female using program(s) AEMZ |
| The case manager. | You need to have a social worker that knows more about what you really need. | | 53 year old Caucasian male using program(s) AEM |
| The medical coupons, because she sees the doctor real often and doesn't have much money. | Everything is OK. | | 65 year old Caucasian female using program(s) AEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|--|
| The help. | Nothing. | none | 29 year old Other Race, Hispanic female using program(s) EMZ |
| When I need childcare, I can go there and get it. | Need more staff to speed up service. | No comment. | 28 year old Other Race, Hispanic female using program(s) E |
| They are there for people who need help. | Need more staff in the offices. | | 10 year old Caucasian, Hispanic male using program(s) CDEM |
| They are there when you need them. | More medical providers who accept the medical coupon. | none | 26 year old Caucasian female using program(s) EMZ |
| I like the fact that they do understand what I need and they gave me a book with a list of people that would come and help me if I needed it. | Nothing. I think they have done pretty good. | | 50 year old African American female using program(s) AEM |
| | Don't know. | I have never had any type of services from DSHS. My ex-husband has always paid his support directly to me and not through DCS. | 42 year old Caucasian female using program(s) Z |
| I don't know. | Provide training for the absent parent so he can get a better job to enable him to pay his support. | none | 30 year old Caucasian female using program(s) Z |
| I like the fact that I get to talk to a real person when I call. | Take in consideration that single parents going to school should be eligible for financial assistance just like everyone else. Don't throw up road blocks for single parents trying to get better employment through education. | none | 34 year old Caucasian female using program(s) EMZ |
| I like their help. | Nothing. | | 72 year old Caucasian female using program(s) AEM |
| Doesn't know, hasn't decided. | Nothing. | none | 50 year old Caucasian male using program(s) DEHM |
| Loretta Clark in the Olympia ADSA office is helpful. | The child support people don't do their job. I've given them all kinds of information and never once have they followed through on it. In 13 years I've never received any child support. He's been working and has money, so I know it's the child support offices' fault. | | 42 year old Caucasian female using program(s) Z |
| Oh dear, I don't know. | No, I don't think so. | | 89 year old Caucasian female using program(s) AHM |
| For the most part, they were fairly attentive. | Streamline the paperwork in the application process. | none | 45 year old Caucasian female using program(s) EZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---------------------|---|
| Like being able to conduct business with DSHS over the phone. | More staff and more offices. | none | 59 year old Caucasian female using program(s) AMZ |
| They are just there and they've accommodated everything he needs. | I don't believe DSHS should be cutting any caregiver hours because then it's easier to keep people from having to go into a nursing home. | | 57 year old Caucasian male using program(s) ADM |
| They are there when you really need them. | We have to do something about President Bush hurting the medical program for the elderly and children. | | 77 year old Caucasian female using program(s) AEM |
| The help. | I would like to see the State pay me the support obligation each month and then go after him for repayment. It would be much more equitable system for us parents who have a dead beat dad who refuses to pay. | none | 40 year old Caucasian female using program(s) EMZ |
| No response. | Client would like to have more food stamps or some kind of financial assistance. | | 80 year old Caucasian male using program(s) AEM |
| No comment. | More help with medical bills and assistance. | No. | 53 year old Caucasian male using program(s) ADM |
| I think it's great that they let a relative be caregivers for these people. | They need to increase the caregiver hours whether you're a relative or not. These people need a lot more care than they are getting. | | 20 year old Caucasian female using program(s) ADM |
| It takes the worry off me. | The rules are too rigid for individual cases; eligibility should be determined on an individual basis. | none | 55 year old Caucasian male using program(s) AEM |
| The case managers are attentive in listening to what [Personal Information Redacted] actual circumstances are, as he has had several strokes. | There is a need for a resource directory just for new applicants to help guide them through the processes. | none | 65 year old Caucasian male using program(s) AM |
| That they finally found him. | None I can think of right now. | | 44 year old Caucasian female using program(s) Z |
| My caseworker was outstanding. Her name was Mickelle, and was in the Auburn office. I don't remember her last name. | Most of your caseworkers and front desk people were rude and demeaning. | | 26 year old Caucasian female using program(s) E |
| The help that they've given us. | I don't see anything. | | 73 year old Caucasian male using program(s) AM |
| The help. | DCS needs the ability to investigate dead beat absent parent in order to collect support. | none | 55 year old Caucasian female using program(s) EZ |
| I really don't like DSHS at all, but I'm glad it's there for those of us that need it. | I think there should be more money and assistance available. There's just sufficient money to exist on, but not enough to live on. | | 63 year old Caucasian female using program(s) AEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---|---|
| That the assisted living facility accepts the medical coupons. | You need to explain things in more detail, and I should not have to ask just the right questions in order to get information. | | 84 year old Caucasian female using program(s) AM |
| They do well, I think. | Well, I never thought about that. | | 80 year old Caucasian female using program(s) AM |
| Receiving notification through the mail. | The phone system needs improvement, getting ahold of an actual person is difficult. | | 42 year old Caucasian female using program(s) Z |
| Every time I call the office I get a new caseworker. | The doctor puts me on a prescription and the state takes it away from me and puts me on a generic medication. I'm allergic to the generic medication. | | 75 year old Caucasian female using program(s) AEM |
| They have always been there when I need them. | I cannot think of anything. | none | 39 year old Other Race, Hispanic female using program(s) Z |
| It's not like the old days when they treated you like dirt. | I get a letter saying I'll get so many food stamps, then a week later I get another letter saying that due to my circumstances my food stamps are going down. Every time I turnaround they're changing my food stamps. And, they send me a three page letter to say one little thing. | | 68 year old Caucasian female using program(s) AEM |
| I like the care that the caseworker shows at DDD. | No comment. | I have been very happy with DDD and Medical Assistance. The Medical coupon that my daughter has is very flexible. | 34 year old Caucasian, Hispanic female using program(s) DM |
| No comment. | No comment. | Very good luck with both programs. | 44 year old Caucasian male using program(s) DM |
| I like that I have had the same caseworker for two times in a row. | The childcare services suck. I have a two year old and I can't get any childcare because I'm going to school. But I can't go get a job until I finish school. | | 27 year old Caucasian, Hispanic female using program(s) CDEHM |
| I don't have an opinion. | They could be more responsive and do better in communicating. There is a need for more methods of communication such as e-mail. | Overall, I think DSHS does a good job. | 71 year old African American female using program(s) Z |
| No answer. | Nothing. | none | 26 year old Caucasian female using program(s) Z |
| Oh, I don't know. | Oh, I don't know. | | 50 year old Caucasian female using program(s) AEM |
| I like it that DSHS covers my daughter's Medicare premium. They do what they should do. | DVR referred my daughter to Sound Employment Agency and Sound Employment has not come through with job opportunities that I thought they should have. | DSHS accepted [Identifying Data Redacted] into the system very quickly - I appreciated that very much. | 47 year old Caucasian female using program(s) DMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|---|
| I finally have some food stamps now. | The automatic telephone answering service is terrible. They need to have less of it and more one-on-one people contact. | | 62 year old Caucasian female using program(s) AEHM |
| The help. | I cannot think of anything. | none | 45 year old Caucasian female using program(s) Z |
| Hassle free to apply. | Nothing that I saw. | none | 56 year old Caucasian female using program(s) Z |
| Staff are friendly and helpful. The hold time is too long, but they are polite and responsive when I get through to them. | Hire more staff so the wait time can be shortened. | | 3 year old Caucasian male using program(s) DEM |
| Timely response to the problems. And generally social workers provide a good service. | Limited numbers of medical providers accept medical coupons. Long waiting time at medical appointments. | AASA question # 13 not answered. | 78 year old Caucasian female using program(s) AEM |
| I couldn't say. | There's nothing I could say is wrong. | | 76 year old Caucasian male using program(s) AM |
| The people are nice and stuff like that. | Nope. I like it. | | 55 year old Caucasian male using program(s) AEM |
| I like the idea of medical being available with a co-pay. | People skills on an individual basis. | A complaint box in the waiting room. | 24 year old Caucasian female using program(s) EMZ |
| The help. | I think they are already doing a fine job. | none | 21 year old Caucasian female using program(s) EMZ |
| The convenience of the EBT card. | Actively listen to the client and put themselves in their shoes. | none | 20 year old Caucasian female using program(s) EMZ |
| Their help. | They can't ever make up their mind about food stamps. They change the amount on me all the time. I just don't know why, my income only changes once a year. | | 67 year old Caucasian female using program(s) AEM |
| The social worker treats people with respect and courtesy. | She wanted to receive more hours for service. | She would like to say special thank you to De Belau. | 80 year old Caucasian female using program(s) AEM |
| No comment. | Return my phone calls faster. | DSHS tries hard and is conscientious. | 38 year old Caucasian male using program(s) DM |
| They came through when I needed them. | I don't understand why everyone's food stamps got cut. | | 60 year old Caucasian female using program(s) AEM |
| Some of the people. You can tell they really care. | I don't like being put off all the time because the call volume is high, or being passed from one person to another, and then being cut off the phone when the time limit is reached. | | 53 year old American Indian female using program(s) AEM |
| They took my problem and made it theirs. | Later hours for business. | none | 45 year old Caucasian male using program(s) Z |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|--|
| I don't like dealing with DSHS; for the most part they look down their nose at me. It is degrading. | DSHS needs to have a program for single parents who want to work and better their life and just need a little help. | The medical program needs to have more accessibility. | 28 year old Caucasian female using program(s) EMSZ |
| They are available for my son. | Nothing. | | 51 year old Caucasian male using program(s) DMV |
| Mom's medical assistance was a life saver because we could not afford her care without it. | When Mom needed to go into an adult family home DSHS was not a lot of help. Without knowing it she was put into a family home that turned out to be wrong for her. DSHS would not let me move her to another AFH without waiting for weeks and having a review first or else we'd have to pay for the new home ourselves. Not even a statement form Mom's doctor was enough. This is a problem that needs to be fixed. | | 81 year old Caucasian female using program(s) AM |
| They've been courteous and helped whenever we needed it. | Haven't had any problems. | | 96 year old Caucasian, Hispanic male using program(s) AM |
| I like the fact that they send the child support payments directly to my bank account. | Have the support officers answer the phone, instead of using the voice mail to answer the phone. | none | 46 year old Caucasian female using program(s) Z |
| I like the aspect that DSHS is available as a whole. They have been extremely helpful in certain areas to my family. Most people have been very courteous and helpful. | Everybody be on the same page. One general social worker assigned to each individual or each family that would link with all DSHS divisions. Now, we get a different worker in each division when we contact them. | As a whole, DSHS is a wonderful program. When my husband was laid off, I was treated in a condescending manner at DSHS. When my husband passed away in January 2005 (car wreck), I was treated much better at DSHS. DSHS workers should do a more thorough job in telling clients what they are entitled to. | 6 year old African American female using program(s) DEM |
| They were receptive to my needs. | Cut down on the paperwork; or at least, consolidate the paperwork. | none | 51 year old Caucasian female using program(s) Z |
| I guess they will help if you get food stamps but you get switched so often you don't know who your caseworker is. | They could be more courteous and compassionate. | | 15 year old Caucasian male using program(s) DEM |
| They are trying to help people. They are taking people from other countries and are trying to help them as much as they could. | Not all prescribed drugs are covered by medical coupon. For example: client was taking Celebrex, but medical coupon did not pay for it and now he has to take three pills instead of one. | The 89 year old client is not capable to live separately but DSHS in this case does not pay his caregiver for major tasks, as laundry, cooking, shopping, cleaning rooms. They would pay if the client and caregiver lived separately, but it is impossible. Note: questions #18 and 19 not answered. | 89 year old Caucasian male using program(s) AEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|---|
| What little contact I have had is all positive. | The optometrist in Stanwood and Mt. Vernon no longer accepts DSHS patients. The nearby Camano Island dental office complains about the coupon system. | There was an original allotment of 56 hours to provide services to client. The authorized hours were dropped to 23 hours per month and then to 21 hours per month. One hour per day/30 per month is more realistic. DSHS should evaluate each situation and allocate hours based on situational need. | 35 year old Caucasian male using program(s) ADM |
| They're here for me. | I don't really know. | | 39 year old Other Race, Hispanic male using program(s) AM |
| We've had good service until just recently. | My daughter gets \$10 food stamps. Why bother? This is just ridiculous. | | 58 year old Caucasian female using program(s) ADEM |
| Can't think of anything right now. | No problems. | It is good that she can call and get questions answered. | 34 year old American Indian female using program(s) DEMV |
| The respect and courtesy. | The need to have dental providers who accept the medical coupon. | none | 28 year old Caucasian female using program(s) EMZ |
| They helped me to get the help I needed as quickly as possible. | Nothing. | none | 27 year old Caucasian female using program(s) CEMSZ |
| They are prompt with the medical coupons. I haven't had any problems with the medical coupons themselves. | DDD services - when you need a provider for personalized care it takes a long time to get one. | We traveled to Minnesota, as suggested, to seek medical care for our son. We were promised gas reimbursement and hotel costs by state of Washington but didn't get it. It was quite a hassle with misunderstandings. | 9 year old Caucasian male using program(s) DM |
| The RHC staff is extremely good and very professional. I can't speak highly enough of RHC staff! | Replace upper management at DSHS and DDD. They can foster and support the RHCs as required by the state constitution (Article 13). | The survey would be better if it distinguished between RCH staff and other DDD staff. | 60 year old Caucasian male using program(s) DM |
| The DDD program. | I don't know. | none | 21 year old Caucasian male using program(s) DEM |
| I don't know. | I don't know. | none | 5 year old Other Race, Hispanic male using program(s) DM |
| To the extent of the resources available, they try to do as much as they can for folks at DDD that live in RHCs. | Get more dentists to accept the Medicaid coupons. | DDD is terribly under-funded. | 64 year old Caucasian male using program(s) DEM |
| Designing programs for DDD clients. DDD is the best program to work with to get things the client needs. | More money for program funding and necessary items (ie., counseling, special needs and supportive living and behavior problems). | I am very happy with [Identifying Data Redacted]'s DDD case manager. | 25 year old Caucasian female using program(s) ADM |
| I think that there is something available to help most people. | No comment. | The letter sent out announcing the survey and the return form were excellent. It's good to give potential interviewees advance notice. | 4 year old African American male using program(s) D |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---|--|
| That's really hard for me to answer. I appreciate that they pay his medical expenses. | They need to be a better partner to their caregivers and providers. | | 34 year old Caucasian male using program(s) DM |
| I had good caseworkers. | I don't know. | none | 44 year old Caucasian female using program(s) Z |
| The help. | I have given the information many times to DCS and they fail to act in a timely manner on the information. They need to act quicker. | none | 36 year old Other Race, Hispanic female using program(s) Z |
| We usually get good responses and good results. | Things work well, but program could use more funding. | Nothing else except more funding. | 44 year old Caucasian male using program(s) DM |
| I get my medical treatment and I don't have any complaints. | Not a thing. | | 75 year old Caucasian male using program(s) AM |
| They work well with [Personal Information Redacted]. | I don't know. | none | 34 year old Caucasian male using program(s) DMV |
| I like that it's a safety net for my grandfather who has run out of money, and they do seem to care. | It's very bureaucratic and it's hard to get answers that make sense. | | 92 year old Caucasian male using program(s) AM |
| How they helped me and my son. | No response. | None. | 6 year old African American male using program(s) DEM |
| In general, they do a good job. | I am satisfied. | I don't have any question. | 71 year old Asian American male using program(s) EM |
| No response. | More money. | Thank you for providing the services. | 72 year old Caucasian female using program(s) AEM |
| No response. | No response. | Thank you for providing services. | 53 year old Caucasian female using program(s) AEM |
| Staff of DSHS are very helpful. | I am satisfied with their services. | I was offered economic assistance by the Economic Services Administration. But I decided not to take it out this time. My son provided me shelter and I have food stamps. I am 80 yrs old and I have enough clothes for the rest of my life. I don't need money at this time. In the future if I have to live alone I'll apply for assistance. I am very grateful for the service I received. | 80 year old Asian American female using program(s) EM |
| I don't have to pay out-of-pocket for medical. | More coverage under the medical coupons for dental. | none | 31 year old Caucasian female using program(s) ADMV |
| No opinion. | Nothing I can see. | none | 33 year old Caucasian female using program(s) DEHM |
| I like all the services the same. | Expand medical coverage for all dental requirements. | none | 45 year old Caucasian female using program(s) DEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|---|
| Communication with case manager or caseworker. When I call them, they return calls very quickly and are very cooperative. | Improve accessibility of dental care since many dentists will not accept medical coupons. | There are too many surveys conducted by DSHS, but if I have to do one - I prefer telephone surveys to ones received in the mail. | 8 year old Other Race, Hispanic male using program(s) CDM |
| Helpful people. | Cut back on some of the regulations on Adult Family Homes. | none | 40 year old Caucasian female using program(s) ADM |
| Disability People are good to me | Increase food stamp benefits. | | 51 year old Caucasian female using program(s) ADEHVM |
| They have helped me and others with disabilities function better in society. | They could network better with public schools, colleges and support groups that deal with disabilities. | Not at this time. | 26 year old Caucasian male using program(s) D |
| Nothing at all. | I would like for them to go after these deadbeat dads. After not paying his child support, my ex got the support lowered. Then they hassle me over it. | | 51 year old African American female using program(s) Z |
| The fact that I get services at all. | When I have to fill out the forms to get the services every year, it would be very helpful if DSHS didn't lose the forms and then I have to fill them out again. Plus, they blamed loss of forms on me. | I don't like the way the government is cutting back my dental, medical and possibly eye glass coverage. | 41 year old Caucasian male using program(s) DEHM |
| The monthly foster parent meetings. | More social workers need to be hired. | none | 3 year old Caucasian female using program(s) DM |
| Nothing. | Provide more help than they do. | none | 64 year old Caucasian male using program(s) ADM |
| [Personal Information Redacted]'s care manager, Theresa Owen, is just wonderful! She is responsive, caring and works hard. Her supervisor, Mary ??, is really great too. | Maybe return phone calls quicker, but that's not a huge deal. | Very happy with DSHS. | 59 year old Caucasian male using program(s) ADEM |
| Their ability to provide services to meet the needs of individuals. | For the most part, caseloads need to be reduced so caseworkers can spend more time with the individual. | | 24 year old Caucasian male using program(s) DEMV |
| They are there when you need them. | More staff. | none | 47 year old African American female using program(s) Z |
| They were there to help me when I needed them. | There were a bunch of vehicles in my name that prevented me from getting food stamps. I work in the auto wrecking business, and I had sold these vehicles and no longer had them, but they were still in my name. I guess they looked good on paper, but they weren't worth very much. | | 51 year old Caucasian male using program(s) CEZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|--|
| DSHS sees to it that the critical care needs are provided so that [Personal Information Redacted] can remain in the home. | Every year we have to request an exception to policy for extended respite care for [Personal Information Redacted]. We believe this needs to be approved on a longer term basis beyond a year. | Hopefully the Governor will keep services intact. | 28 year old Caucasian male using program(s) ADM |
| They seem to be very helpful. | Nothing that I see. | I am pleased with DSHS. | 20 year old Caucasian female using program(s) ADM |
| It is pretty easy. | Nothing at this time. | none | 2 year old Caucasian male using program(s) DEM |
| I like the caseworker we deal with. | Expand medical services under the medical program. | More community activities for disabled individuals. | 25 year old Caucasian male using program(s) ADM |
| They get back to me and answer my questions. For example: how to get a wheelchair or how to go about doing something? | Pay me more. I am 24/7, but don't get paid for 24/7. | Keep fighting for our clients! | 54 year old Caucasian female using program(s) ADM |
| The help when it is needed. | Reduce the amount of waiting time to see a worker. | none | 51 year old Caucasian female using program(s) DEHM |
| They have helped set her up in a good assisted living facility. | Can't think of anything negative. | | 82 year old African American female using program(s) AM |
| The support and help. | Need to return phone calls within 24 hours. | none | 66 year old Caucasian male using program(s) DEM |
| Nothing. | Nothing. | | 20 year old Caucasian male using program(s) AM |
| The convenient location of the DDD office. | More funding for the DDD programs. | none | 12 year old Caucasian male using program(s) D |
| They are there when I call - the front desk gets the worker for me. Now, you can talk to anyone at the office and they can now help you - you no longer have to go to a specific person. | I think that everything is OK. I don't have any specific complaints. Support Enforcement wasn't much help - since [Identifying Data Redacted] went to see her Dad he stopped making support payments. | Communication between Seattle and Spokane Child Support offices is not good and wasn't very helpful to me. | 25 year old Caucasian female using program(s) DEHM |
| They are my resource to know what is available for my child. | Nothing. | none | 16 year old Caucasian male using program(s) DZ |
| That they are nice and helpful. | No comment. | None. | 9 year old Other Race, Hispanic female using program(s) DM |
| I feel they are trying to help me. | No comment. | | 64 year old Other Race, Hispanic male using program(s) AEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|---|
| The help. | Need more funding for the programs. | none | 3 year old Other Race male using program(s) DEM |
| I cannot think of anything. | Return phone calls quicker; better explanation of DDD services, and shorter waiting lists. | none | 4 year old Caucasian male using program(s) D |
| The DDD service. | The people manning the 800 phone number need to speak clear English. | none | 3 year old Caucasian male using program(s) DM |
| The help that they give us. | Nothing. | none | 27 year old Caucasian female using program(s) ADM |
| I like the computerized phone service. | You need a way to get more information out and make it easier to get. | | 41 year old Caucasian female using program(s) Z |
| Our adoption support worker. | They need to be more up front about all the services that are available through DSHS. | none | 13 year old Caucasian male using program(s) DM |
| No comment. | I personally think that staff that work at DSHS should have some type of training that they can be a little bit more understanding. They seem to be condescending to clients. They need sensitivity training. | I wish that there was more stability in what DSHS can provide and what will be eliminated by budget cuts. | 8 year old Caucasian male using program(s) CDEM |
| The DDD program and medical program. | Cut down on the waiting time in the CSO' s waiting room before you are seen. | More medical providers that accept the medical coupon. | 20 year old Caucasian male using program(s) ADM |
| They have good customer service. | No comment. | No comment. | 39 year old Caucasian male using program(s) DEHM |
| Nothing. | Nothing. | | 25 year old Caucasian female using program(s) Z |
| Dedicated workers. | Nothing. | none | 33 year old Caucasian, Hispanic female using program(s) ADM |
| I like their service | Nothing. | none | 44 year old Caucasian female using program(s) DEHM |
| The Head Start program was a very informative program. | Better explain how to transition out of the program when the time comes. | none | 5 year old Caucasian, Hispanic male using program(s) D |
| Nothing. | Pay attention. They might as well be robots as far as I am concerned. They don't pay attention to what is going on and I feel punished by this. | Pretty much, I have been on DSHS since 1990 and I have had probably three case managers in that 15 year period that were actually nice and were friendly people. I have had many case managers in this 15 year period. To me, they seem to go to school to learn how to be mean and/or rude. | 4 year old Caucasian female using program(s) DEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|--|
| It got my son started working in a sheltered workshop. DSHS has helped to place my son in a job. | No comment. | I have heard rumors about DSHS funding being reduced or eliminated for sheltered workshop services. I think that would be terrible. | 46 year old Caucasian male using program(s) DV |
| They treat me right when I visit their offices. | No comment. | No comment. | 38 year old Caucasian male using program(s) ADM |
| I can pick up the phone and call her DDD worker any time during the day. | The DDD assessment form asks no questions about mental disabilities, just physical disabilities. This is an injustice to individuals with mental disabilities. | none | 40 year old Caucasian female using program(s) ADM |
| I think the people are very friendly and easy to work with. They are knowledgeable about services. We haven't had the need, we are a bit more fortunate than some of their clients, so I haven't had in-depth participation with the program. But, what contact we have had has been very good. | DSHS needs more funding. | The medical coupon is secondary to our private medical coverage. There is a stigma associated with using medical coupons. Since my private coverage is primary, DSHS coupons won't pay anything to my medical providers after private insurance payment. | 3 year old Caucasian male using program(s) DM |
| They help me a lot. They listen to me too. | I think you have done a pretty good job. | Nothing right now. | 54 year old Caucasian female using program(s) DM |
| They try to help the best they can. | Have someone available for programs after 5:00 PM. | none | 2 year old Caucasian female using program(s) DEM |
| DSHS treats us quite decently. They treat us with respect. | Lessen the phone waiting time. | None. | 6 year old Caucasian male using program(s) DM |
| I don't know how to answer that question. | The application process needs to be simplified to get medical coupons, and the application workers need to show more respect. | The medical income standard needs to be increased so that spend-down is a reasonable amount. My child does without medical because my medical spend-down is \$6000.00. | 12 year old Caucasian male using program(s) DM |
| Not very much. | Fire a whole bunch of workers and replace them with workers who care and know what they are doing. | none | 49 year old Caucasian female using program(s) DHM |
| I don't know. | Programs for the mentally handicapped require more funding and a different vision than is prevalent in society now. | none | 33 year old Caucasian, Hispanic male using program(s) D |
| Never have really dealt with them directly. But, medical coupons come in mail every month and I don't worry about if they will come or not. Good service with coupons. | When I called DSHS, I kept getting recordings. I wanted a live person - not to be put on hold. Being put on hold is OK as long as someone eventually answers the phone!!! | The case manager that we have now (Terry Buck) is wonderful! | 10 year old Caucasian female using program(s) DM |
| Nothing I can think of. | I'd like if they'd return my phone calls. It takes them about two days. | | 35 year old Caucasian female using program(s) EMZ |
| Can't think of anything. | Can't think of anything. | | 21 year old African American female using program(s) EMZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|---|
| They are focused upon [Personal Information Redacted]'s needs. | Hire more DDD caseworkers. | none | 46 year old Caucasian female using program(s) ADM |
| Very helpful. | Don't know - it's already good enough for me. | No additional comments. | 11 year old Other Race male using program(s) DM |
| Like the services | Can't think of anything, they are doing fine. | | 46 year old Caucasian male using program(s) DM |
| They are very helpful. | Respond quicker on important issues. | none | 59 year old Other Race, Hispanic female using program(s) DEHM |
| I get to help my grandmother through DSHS financing. | They cut back our hours and I wish they could restore the hours. | No comment. | 34 year old Caucasian male using program(s) DM |
| The help they provide. | It would nice to know beforehand what services require prior approval under the medical program. | none | 14 year old Caucasian male using program(s) CDHM |
| That they have provided emergency respite in the past. | We would love to have DDD help now. We need respite care hours. I'm the parent and caregiver for my seven year old son. But I get absolutely no help at all for providing respite care, for supplies, for therapy or anything else. The total cost is on me. | | 7 year old Asian American male using program(s) D |
| Right now, nothing! | Respect the guardian's rights. | I don't like the way they handle the suspected closure of Fircrest and moving residents illegally. | 41 year old Caucasian female using program(s) DEM |
| I really strongly like the DDD program and caseworker, Leslie Cook, does a good job overseeing the DDD services. | I think that obviously the communication between the three programs we have contact with is rather poor. If you talk to DDD about a question regarding Medical or Medical about DDD services - they don't know the answers many times. | No comment. | 41 year old Caucasian female using program(s) DEM |
| They are not that far away. | I think they could do a better job of explaining what they can provide. They said we qualified for respite care but then didn't say how many hours or instructions on next step. | I am glad you're doing the survey and I hope you use the information to improve services. | 14 year old Caucasian male using program(s) D |
| The respect you get from the workers. | Hire people who work well with people. | | 59 year old Caucasian female using program(s) DEM |
| The workers at the Purdy school. | DSHS needs to ensure adequate funding of programs for special needs children. | There doesn't seem to be equity in how DDD determines who is going to receive services and to what extent. | 9 year old Caucasian male using program(s) D |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|---|
| I am happy that DSHS offers such services to DDD individuals and helps with medical, food, and housing needs. | DSHS sends review documents to providers and requests that they complete documents that evaluate clients' situation and progress. Documents are confusing and seem to change. I worry that clients will lose funding or benefits caused by how I complete the forms. Forms are tricky. DD clients likely are unable to complete such forms so caretakers must do it. | SSI seems to have overpayments for clients and then suddenly client gets overpayment notice and client is supposed to repay SSI. This causes lots of consternation! | 26 year old Caucasian male using program(s) DEM |
| The caseworker, Lori Marshall in the Yakima DCS office was very efficient and easy to work with. | It's very one-sided for the woman. When I was supposed to be getting child support they did very little. But when one of my kids went to live with her, they were right there to get the support. My ex-wife still owes me \$5000 in back support but she only pays \$15 per month. | | 42 year old Caucasian male using program(s) Z |
| All assistance received are necessary. | Provide interpreter all the time. | Note: Interpreter did not indicate the relationship of person interviewed to the client. | 47 year old Asian American male using program(s) AEHMS |
| I don't. | I don't know. | none | 32 year old Caucasian female using program(s) Z |
| I like the health care and food stamps. | I don't know. | | 29 year old Caucasian female using program(s) ADHM |
| The help. | Hire more staff. | They do a wonderful job with the resources they have to work with. It is a God-send. | 2 year old Other Race female using program(s) D |
| I get help when we need it, but it's just not enough. | My husband is in Oregon looking for work. The WorkFirst program here requires me to go to their meetings, but since I'm married I can't get help to pay for childcare in order to go to their meetings. | It seems like they help other ethnic groups a little more. | 23 year old Caucasian female using program(s) EMZ |
| Nothing. | Have someone on staff at the offices who can sign. | Neither [Identifying Data Redacted] or [Identifying Data Redacted] can speak, read, or write. Their case manager, [Identifying Data Redacted] at Washington Deaf Access did the survey for them. | 2 year old Other Race, Hispanic female using program(s) DEM |
| No comment. | No comment. | | 10 year old Asian American male using program(s) EM |
| They have been very helpful in providing information. | They need more case work staff so that they can lower the caseload for each worker. It works a hardship on the client when services are not adequately staffed. | none | 20 year old Caucasian male using program(s) ADM |
| Probably the personal contact with the DDD case manager. All but one case manager was good and we had a good relationship. | On the state level, to respond back to the community or six regions when we have questions or appeals to the state. Our appeal has been pending for six months. | I think one thing is to make sure that any DSHS staff are educated about the group of people they are serving. This applies especially to DVR. | 29 year old Caucasian male using program(s) ADMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|--|
| They are thorough with their plan of care. They are consistent after 25 years of service and care is still good. | Make smaller community housing units available and more facilities closer to us that have 24 hour care. | No. | 44 year old Caucasian female using program(s) DM |
| I believe it has given [Personal Information Redacted] a chance to lead an independent life with a job and feel good about herself. DDD has done that. Case manager is Roxy Cominga. | The state is cutting funds for in home care. Stop it. | No, overall I am very pleased with the past and present (Jim McGee) case managers that [Identifying Data Redacted] has had. I find them to be very caring people although they are overworked. They work within the framework of what they can do. Mary Norris, another excellent one! | 30 year old American Indian female using program(s) DM |
| No response. | I have a suggestion that if DSHS want to change insurance from one insurance to another, please inform the people first before switching insurance. | | 15 year old Asian American male using program(s) EM |
| Dee Howard is an awesome DDD caseworker in Spokane. | Look at behavior as part of delays of the child. Look at fetal alcoholism as part of delay. | none | 8 year old Caucasian male using program(s) DEM |
| I don't know. | I don't know. | | 27 year old Asian American female using program(s) Z |
| The help with medical and child support. | Nothing. | | 29 year old Caucasian female using program(s) EMZ |
| They are very good about being able to answer my questions without shuffling to someone else. | Need more providers (both medical and dental) who accept the medical coupon. | none | 67 year old Caucasian female using program(s) DEM |
| They are prompt in answering questions. | I don't know. | none | 4 year old Caucasian male using program(s) DM |
| Respite care. | Nothing I see. | none | 17 year old Asian American female using program(s) DM |
| I don't know. | They do a good job. | nothing | 21 year old Caucasian female using program(s) ADMV |
| Could notify us in a timely basis when they change caseworkers. | Far too many cases per each DDD caseworker. | none | 39 year old Caucasian female using program(s) DEM |
| No comment. | They have cut funding for client care but they still want us to provide the same higher level of care. | Nothing else. | 55 year old Caucasian male using program(s) ADM |
| The pro-active DCS worker got extended child support until [Personal Information Redacted] is 21 years of age due to his special needs (even though special needs was not mentioned in the divorce decree). | Improve front line customer service responsiveness of DDD; increase funding for DDD. | Social Security Administration was extremely supportive in custom testing for [Identifying Data Redacted] due to his unique learning disabilities when determining SSI eligibility. | 19 year old Caucasian male using program(s) DEM |
| Nothing. | Be more aggressive on collections. | | 45 year old female using program(s) Z |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---|--|
| That her needs are being met in a timely manner. | More providers for medical and dental who accept the medical coupon. | I am having a problem with the AFH provider not providing all the agreed upon services to [Identifying Data Redacted]. | 25 year old Caucasian female using program(s) ADM |
| The PRIDE program is good. | Probably give me more information as to what is really available to families with special needs kids. | I would like more information regarding respite care. | 2 year old Caucasian male using program(s) D |
| No comment. | Stop cutting programs. | DSHS needs to show more understanding and respect for its clients. When I call their number, they were short or snappy on the phone. | 29 year old Caucasian female using program(s) DEMV |
| They help with childcare and medical. They save me a whole bunch of money and it helps out a lot. | They will send me paperwork to complete, with a due date for it to be returned. But it's already the due date by the time I get the forms. So I have to call the call center to request an extension and have to wait on hold for up to 45 minutes. I have to go through this every three months for the childcare help. | | 23 year old Caucasian female using program(s) EZ |
| That they are very helpful and courteous. | I don't know. I haven't had any problems. | | 36 year old Caucasian female using program(s) Z |
| They are there Monday through Friday to help me and listen to me. They're helping me get my GED. | Can't think of anything. | | 20 year old Other Race, Hispanic female using program(s) EMZ |
| They offer some type of help for the disabled. | More funds available to DDD for academics; also, early intervention testing for autism before age 5 years like Iowa does. | DDD needs greater awareness of the needs of individuals who have autism. | 12 year old Caucasian male using program(s) D |
| The Senior Information and Assistance of Clallam County coordinated paperwork, got us in contact with social services, and got our medical needs paid for. They were a great help, but it still took four months to get Mom into the system. | In Port Angeles people line up on the sidewalk at 7:00 AM in the rain and dark waiting for the door to open and then take a number. When they run out of numbers for the day you don't get in and have to come back the next day. So, you're washed out before you can even get into the system. | Dad's teeth were literally falling out but he couldn't get dental care with the medical coupons except for fillings and extractions. Through relatives we found a top quality dentist in Phoenix AZ that would provide the care he needed and accepted our private payments of \$250 a month without charging interest. We've been paying on this for over two years. | 83 year old Caucasian female using program(s) AHM |
| I like the ease of the whole process. | I really don't know. | They do an excellent job at DDD. | 12 year old Other Race female using program(s) D |
| All of my dealings with DSHS have been in one location, and I almost always got immediate help on telephone calls. | The front counter people should be a little more upbeat. It's a little depressing to stand in line in your office. | | 40 year old Caucasian, Hispanic male using program(s) Z |
| They listened and were understanding. | No comment. | No comment | 5 year old Other Race, Hispanic male using program(s) DEM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|--|
| How they treat you when you apply for the necessary help. | No comment. | None. | 9 year old Other Race, Hispanic male using program(s) CDEM |
| The help. | A better mental health program. | none | 32 year old Caucasian male using program(s) ADHM |
| They do provide services. | Have more staff available. Delegate work more efficiently. They seem to be overworked. | No comment. | 34 year old Caucasian male using program(s) DMV |
| They provide a variety of services to families in need. We just don't happen to be one of those families. | I have a child with permanent, severe developmental disabilities. We are unable to receive any services. The only program we qualify for has a waiting list and we've been on this waiting list for five years. | | 5 year old Caucasian male using program(s) D |
| Fast and I can get help. Some staff are nice and helpful. Lin Jasper was very helpful. | Some staff aren't very nice. | I think if you use DSHS for what it is intended - and cooperate - it's helpful. | 5 year old Other Race, Hispanic male using program(s) EM |
| I appreciated the help. | Improve CPS operations. I feel like they are sexist! | None. | 28 year old Caucasian female using program(s) CEHMV |
| Nothing. | We applied for DDD and then we never heard anything. When I called all they said was that we were on a waiting list. That was back on July 21, 2000. I have never heard anything since then. | | 8 year old Asian American female using program(s) D |
| Nothing really. | Be more friendly and more considerate. | none | 26 year old American Indian female using program(s) EHMSVZ |
| Nothing. | They can get rid of all the workers and get some new ones. Workers need to be retrained. Staff needs to be a "people person." Some workers are really jerks - a few are OK. | DSHS needs to get social workers that are better equipped to deal with clients' problems. DSHS workers should show more respect for clients. | 25 year old Other Race male using program(s) EV |
| I like the staff that I worked with at the DDD office. And, I like the fact that the doctors bill the medical services directly to DSHS. | Give me one person to talk to for all of our needs. | No comment. | 6 year old Caucasian female using program(s) DM |
| My workers at DSHS. | Increase the food allotment to cover special diets. | If you need any help, I would volunteer a couple of hours a day. | 44 year old female using program(s) CEHMZ |
| They provide the additional help that we need. They also helped me with finding care providers, which would have been very difficult for me without their assistance. | We were allocated only \$900 to be used towards equipment, doctors' visits and medications. The remaining money has to be used for respite care. It would nice if all the money could be used for whatever my child's needs were. | I am very happy with the services. Carol Heimbach has been wonderful. | 17 year old Other Race female using program(s) D |
| Nothing. | I don't know. | none | 54 year old African American male using program(s) EMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|--|
| Their ability to help others. | The waiting for appointments and for paperwork to be completed needs to be speeded up. | | 26 year old Caucasian female using program(s) S |
| Caseworker was responsive to mother's unique needs. | Nothing. | none | 94 year old Caucasian female using program(s) A |
| Great caseworkers. | Quit changing the way money is distributed in the programs. | Need more dental providers who accept the medical coupon. In the Everett area there are no providers who accept the coupon. We have to take our clients to Seattle (to Provail clinic). Also, the same problem is beginning with medical doctors. | 51 year old Caucasian male using program(s) ADEMZ |
| The help. | Find better home care providers. | none | 78 year old Caucasian female using program(s) AEM |
| I think the caseworkers respond with all my needs. | No comment. | They have helped me so much. I couldn't believe how much they helped me. If it weren't for them - I wouldn't be where I am now. | 50 year old American Indian female using program(s) EMSZ |
| They are quick to help. | Not really sure. | none | 71 year old Other Race, Hispanic female using program(s) AEM |
| The help was there and the counselor was excellent. | Nothing. | none | 58 year old Caucasian male using program(s) H |
| Availability of all the programs. | I would have liked to stay with the same social worker during my stay at DSHS so the worker would get to know me and my situation. | No thanks. | 29 year old Caucasian female using program(s) EMSZ |
| I like the card system of medical services authorization and delivery. | They could check into people getting services that shouldn't be getting them. And, some people that should be getting services have a lot of trouble getting such services. | I like what DSHS did for me and that fact that you can only stay on TANF for sixty months. | 51 year old Caucasian female using program(s) EMSZ |
| They are there for information and prompt service. | No comment. | No comment. | 26 year old Caucasian female using program(s) EMS |
| The help with home care. | Nothing. | none | 80 year old Caucasian female using program(s) AM |
| The services being received. | Nothing. | none | 82 year old Caucasian, Hispanic female using program(s) AHM |
| They were there when I needed them. | I think if they should think more about the treatment of alcohol or drug addicts: How can we improve the program and try hard to get more funding? Twenty-one day programs are too short. | I think the surveyor doing this survey did a great job. | 52 year old Caucasian male using program(s) EMS |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|---|
| I like the options that they give me. They help with referrals to other agencies. | I like that they have limited the paperwork by going to computers. | | 6 year old Caucasian male using program(s) DEM |
| The transportation they provide. | Better way to contact the case manager. | none | 50 year old Caucasian female using program(s) AEM |
| That they are there to help when you need them. | Stop the six month reviews. I prefer annual reviews. | DSHS has been incredible for me. It has helped me when I needed it. It has given me the ability to access a lot of help that I needed. | 32 year old Caucasian male using program(s) EMS |
| Having an avenue to get help for mom. | More funding by the State for the COPES program. | none | 82 year old Caucasian female using program(s) AM |
| No comment. | Be a little more friendly and helpful. | No comment. | 40 year old Caucasian male using program(s) CEMS |
| No comment. | Be a little quicker with services. | No comment. | 55 year old American Indian male using program(s) S |
| The fact that I qualified for the services and I got them in a reasonable amount time. | I had to wait too long at the Puyallup CSO - very slow - lots of clients were complaining. | If they could speed up the CSO waiting time, make it more user-friendly. | 47 year old Caucasian male using program(s) EMS |
| DSHS got me the help when I needed it. | Some employees at [Location Redacted] DSHS office need attitude adjustment. | When I started my intensive inpatient at Prosperity House in Sumner, it was awesome. Those are the people I thank for my recovery. Sea-Mar Recovery House in Des Moines staff supervision of patients was poor - oversight of medications was extremely poor. Considering the fact that you are sent there to restart your life - when I was there you couldn't get passes to go out and get your life restarted. | 38 year old Caucasian female using program(s) EHMS |
| Just that they were very courteous and very helpful. I got into an agency right away. | No comment. | They were very quick to get me into Seattle Counseling Services and they were very helpful. They addressed all my issues. | 51 year old Caucasian female using program(s) EHMS |
| No comment. | They could listen a lot better. | No comment. | 45 year old Caucasian male using program(s) EHMS |
| Generally, I have been impressed the way they treat me as a person and not just as a number. | Reduce the workers workload. | I'd like to thank the people for all their hard work. | 54 year old Caucasian female using program(s) EHM |
| They don't constantly bug me and they give me a lot of respect. | In the first encounter with DSHS, it should not be an automated contact where you have to make entries on a computer terminal to be seen. Not everyone knows how to use a computer. | none | 12 year old Caucasian, Hispanic female using program(s) EHM |
| They are helpful and good about make referrals. | They need to increase the food stamp allotment for single person households. | none | 66 year old Other Race female using program(s) AEHM |
| It helps families in need. | DSHS will not cover a Pap Smear or regular female exams! DSHS should cover them! | No comment. | 18 year old Caucasian male using program(s) CEMS |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---|--|
| No comment. | Make it easier to get assistance. Make the assistance duration last longer. | NO. | 19 year old Caucasian male using program(s) EMS |
| They are prompt. | Have more patience. | none | 28 year old Caucasian female using program(s) EHMZ |
| I can do stuff on-line with DSHS, such as completing the application form. | Decrease caseloads for the caseworker. | Bring back the medical program for adults. | 7 year old Other Race female using program(s) EHM |
| Support services. | Staff needs more training in how to effectively deal with people. | none | 7 year old African American female using program(s) EHM |
| As I talk to them, they understand what I am saying. They break down the words and help me understand what they are talking about. Long words confuse me. | Going OK so far. | Nope. | 21 year old Caucasian male using program(s) EHMSZ |
| The service is available when needed. | A better screening process for eligibility. | none | 7 year old Other Race, Hispanic male using program(s) HM |
| I like that all services are under one roof. | DSHS needs to inform clients of all services that are available; instead of, us guess at what is available. They also need to reduce the paperwork and the workers need to be more friendly. | none | 43 year old Caucasian male using program(s) CEHM |
| They are very understanding. | Look at the cost of living and provide grant increases. | No comment. | 34 year old Caucasian female using program(s) CEMSZ |
| They are very thorough. | No comment. | I am very thankful for DSHS. Without DSHS, I would be homeless. Cannot work due to many issues. | 38 year old Caucasian male using program(s) EMS |
| It was easy to get services from DSHS. | No comment. | None. | 50 year old Caucasian male using program(s) AEHMS |
| No comment. | No comment. | No comment. | 53 year old Caucasian female using program(s) EHMS |
| They are helpful, but DASA treatment is too hard to get. | Provide DASA treatment for people willing to go to treatment - I was told since I was sober for over 90 days - I was not eligible for treatment. I felt I needed help. | None. | 38 year old Caucasian female using program(s) CSZ |
| They do try to help. | They should try harder to locate absent parent. | No comment. | 43 year old American Indian female using program(s) Z |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|--|
| In my experience, what I like best is that they do listen to me and take me seriously if I have any concerns. | No comment. | I have been doing Foster Care for four years. I really appreciate the fact that DSHS does not bother you. The only time we need to contact them is for appointment times. I appreciate the fact that they are very courteous to me. They get back to me when necessary. My feeling is that they have always been caring about the children and what happens. I feel that, with me, they have given me confidence that I have been doing a good job. They instill confidence in me. | 11 year old Other Race, Hispanic male using program(s) CHM |
| Neutral. | They need to look into people's files and information so that the incoming child support comes to me instead of going through DSHS coffers first. I don't want state money - I want my child support from the child's father. | No comment. | 36 year old African American female using program(s) EMSZ |
| It has allowed my grandchildren to get dental services. | The people at the front desk and the social workers need to have respect for grandparents who are raising grandchildren. | | 12 year old African American male using program(s) HM |
| Very responsive. | Nothing I see. | non | 10 year old Caucasian male using program(s) HM |
| They are very good about helping fill out the forms. | Increase resources for emergency situations. | Thank goodness they are there. | 46 year old Other Race male using program(s) EHM |
| I don't like dealing with them. | I like to see Medicaid pay the same reimbursement rate as private medical insurance pays medical vendors. | none | 47 year old Caucasian female using program(s) EHM |
| Everyone has been very helpful, but because different needs arise at different times it's difficult to give credit to everyone. | Well, part of the problem is a lack of funding which has nothing to do with any of you. It's from Washington D C. Without the funding you can't hire enough people. | | 50 year old Caucasian male using program(s) EHMV |
| Fire half the employees and use the money to increase services for the clients. Stop sending 6 notices for each change. Are they deliberately trying to confuse the issues? | | none | 57 year old Caucasian female using program(s) EHMZ |
| Nothing, because it doesn't seem like they help me like they should. | They seem to conveniently lose my paperwork; I am disabled, they need to track paperwork better. | They reduced my food stamps and grant without giving me an explanation. This stresses me very much. | 50 year old American Indian female using program(s) EMS |
| Not a thing. | They need to educate the staff more and need more staff. | none | 9 year old African American female using program(s) EHM |
| The Medical reviews. | Not sure. | none | 27 year old Caucasian male using program(s) AEHMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---|--|
| The help. | Like to see more intervention by mental health where needed. | none | 56 year old Caucasian male using program(s) EHM |
| I like their record keeping. I was off medical for about a year and when I re-applied they still had my information. This made the application a lot easier. | The services they provide are not made clear. I didn't know they covered any dental. | | 30 year old Caucasian female using program(s) CHMS |
| The new computer system they have which helps get the client in and out quickly. | Nothing. | none | 37 year old Caucasian female using program(s) CEHMSZ |
| They do good work. | Someone needs to take a serious look at CPS. They run amok without any rules. They leave children in homes when they shouldn't be left there. | None. | 44 year old Caucasian female using program(s) CEMSZ |
| The people who work for DSHS. | Return the medical coupon to the size it was before they made it bigger; it no longer fits in a wallet and doctors don't like the size either. Also, extended office hours for working families is needed. | Jan Ingham of Sky Valley office is the most hard working, considerate, caring, clear thinking caseworker. She is fantastic. | 12 year old Caucasian male using program(s) CHM |
| The mental health services. My son would have to be housed somewhere if we didn't have these services. | There's a lack of awareness about mental illness on the part of the public. Mental health always gets cut because there's not a lot of public awareness and outcry over cuts. | | 19 year old Caucasian male using program(s) EHM |
| No comment. | The treatment program (DASA) treats people poorly and disrespects people. They said I looked disheveled, intoxicated, etc. and I was not! | No comment. | 51 year old Caucasian female using program(s) EHMS |
| That it is available for help. | Every time you go in you get a new person. You're always starting over with someone new. You should be able to keep one worker. | | 35 year old Caucasian female using program(s) EMSZ |
| I like that I don't have to deal with them that often. | A resource center listing all the vendors accepting the medical coupon and the types of services covered. | none | 26 year old Caucasian male using program(s) HM |
| The help. | Need more funding for mental health education and resource center in Marysville, Washington. | none | 48 year old Caucasian female using program(s) HM |
| The mental health program was a lifesaver for us. | The office hours suck. Now that I'm working I'd have to go on my lunch hour. If they were open on Saturday it would be phenomenal. | | 9 year old Caucasian female using program(s) EHM |
| I can do business by phone with them. | Need new workers; some of the workers have been there too long and are burned out. | none | 37 year old Caucasian male using program(s) EHMS |
| Mental health medications. | Workers at the CSO need to be more respectful. | none | 41 year old Other Race, Hispanic male using program(s) EHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|---|
| The information they give me. | Help the people that don't get the information correctly. | No. | 30 year old Caucasian male using program(s) ES |
| The ease of getting to the office. | Nothing I see. | none | 37 year old Caucasian male using program(s) EHMS |
| Mental Health program. | I don't know. | none | 44 year old Other Race male using program(s) EHM |
| Child and Family Services are helping with my son. | Quit putting the Russians first ahead of disabled vets, single mothers and other Americans. The Russians get the best of everything and we get what's left. | | 45 year old Caucasian, Hispanic male using program(s) CEHMS |
| I like that they are available and flexible and are very good. I think the receptionists have a hard job. | They need to have just one person in reception that answers the phone so people who walk in can get service instead of waiting for the receptionist to get off the phone. | Acupuncture should be covered by medical coupons. It has helped me with Crone's Disease even though I had to pay for it myself. | 57 year old Caucasian female using program(s) EHM |
| The ease of choosing medical providers. | The lack of mental health providers who take the medical coupons. | | 51 year old Caucasian male using program(s) HM |
| The assistance. | They could get their mail sent out on time. | I think they need to get a new counselor at [Location Redacted] DSHS office and in [Location Redacted]. The lady in [Location Redacted] is settled in out there and only helps certain families. | 24 year old American Indian male using program(s) EMS |
| They are quick at doing whatever I needed. And, they listen well. | No comment. | They helped with everything I needed and did it fast. Very responsive. | 54 year old Caucasian male using program(s) EMS |
| The putting up with me. | Help me get off my problem. | They put up with me and help me with problems. They do good work. | 53 year old Other Race, Hispanic male using program(s) EMSV |
| They respond to my needs. | They been doing pretty well so far - I can't really think of anything. | Not really. | 20 year old Caucasian male using program(s) EHMS |
| It's helped in my devastatingly stressful situation. | When we apply for help we should only have one caseworker to help with all the different programs. | | 42 year old Caucasian male using program(s) EMS |
| That when you are in need - they will help you. | Have more staff meetings and staff training - everyone is not currently on the same page. | DASA wouldn't help me with treatment because I wasn't currently using drugs. CPS requires me to take certain classes yet won't provide the funding for the classes. Child Support - they didn't help me at all. They need to keep the Child Support computer records up to date. Child Support is also unfair and biased from my viewpoint. Apply the standards equally to everyone. | 34 year old Caucasian female using program(s) CEHMSZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| Ken Yancey and Tim Cress are excellent case managers to deal with. They are both very caring in their work. | Vendor rates need to increase for AFH's, and client CPI rates need to increase. | none | 58 year old Caucasian female using program(s) AHM |
| The confidentiality. The overall concern for you as an individual after you walk in the door. | I get lots of mail from DSHS and sometimes they leave out the forms I am supposed to complete and mail back to them. | I am glad that I was able to receive the services. I had lost my job due to alcoholism and now I am nine months sober. | 46 year old Asian American female using program(s) EMS |
| They gave me the support I needed - when I needed it. | No comment. | None. | 44 year old Caucasian female using program(s) ESZ |
| They know what I need as far as help. | Be on time with transportation; they are never on time. | none | 68 year old Caucasian female using program(s) AEHM |
| There is usually someone at the office who will listen to me. | More money for mental health department. | none | 46 year old American Indian female using program(s) EHMV |
| The customer service. | More workers working in the reception area. | none | 37 year old Caucasian female using program(s) EHMZ |
| I don't like having to deal with DSHS. | Nothing I see. | none | 51 year old Other Race male using program(s) MS |
| Everything is OK. | Nothing. | | 82 year old Asian American female using program(s) AEM |
| Their audit was very helpful. | Nothing that I see. | none | 53 year old Other Race female using program(s) EHM |
| I don't like dealing with DSHS. | I don't know. | none | 39 year old Caucasian female using program(s) EHMV |
| I am glad they are there...we need them desperately. | Nothing. | Most people are really helpful. Occasionally you do get somebody who looks down at you. Most staff are very compassionate. | 35 year old Caucasian male using program(s) HMS |
| The COPES Program. | Spend down needs to be simplified. | | 86 year old Other Race female using program(s) AEHM |
| I don't know. | I try to concentrate on the good things, not the bad things. | | 54 year old Caucasian male using program(s) DEHM |
| I am neutral on this question. | Do away with the call centers; it is so impersonal. | none | 10 year old African American male using program(s) EHM |
| Nothing. | More customer service training. | none | 27 year old Caucasian male using program(s) EHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---|--|
| Nothing. | They need to quit judging people and deciding who should get help and who shouldn't. | | 55 year old Caucasian female using program(s) EHMV |
| They make sure his services are on time each month. | I don't know. | none | 54 year old Caucasian male using program(s) AHM |
| Nothing. | Nothing. | | 27 year old American Indian male using program(s) C |
| They have a real variety of services which is good. | They need more staff - backlog is brutal which makes clients wait when you are in the office. It is difficult to reach staff and you get phone queuing, etc. Hard to reach staff. | They are real sloppy in losing forms. They were going to stop my services because I didn't turn in my form yet I had a receipt for the form they wanted. | 43 year old Caucasian female using program(s) EHMS |
| No comment. | I think that once you are on DSHS - my children are receiving medical assistance but don't qualify for food stamps. But, sometimes our income drops so that we qualify for food stamps. But, a simple phone call to Phone Center doesn't allow us to get on food stamps. We are told to show up at CSO and I have to take a day off work to do that. Make it simpler. | I lost my job. Applied for TANF and received grants for three months. I was not told that back child support received via DCS would be diverted to DSHS and I would not get it. I lost all of my appeals. I am VERY UNHAPPY!! | 43 year old Caucasian male using program(s) EMSVZ |
| They have treated me fairly and showed me respect. | I don't know. | none | 52 year old Caucasian male using program(s) EHM |
| I like the WorkFirst program. It works well. | Some of the caseworkers are not the friendliest. It depends on who you get. | | 39 year old Caucasian female using program(s) CEZ |
| The WorkFirst program is good. I've seen a lot of people go through that program. | DSHS should be able to help us out with CPS. We've been screwed around by CPS for five years. | | 28 year old American Indian female using program(s) CEMZ |
| I'm not very involved with DSHS, so I don't know. | I don't know. | | 41 year old Caucasian female using program(s) CZ |
| When I need something I don't always get what I want, but I do get something. | Return phone calls right away, not just when they feel like it. Sometimes they don't call back until a week later. | | 28 year old Caucasian female using program(s) CEMZ |
| They are willing to help people get on their feet. They do what they can. | I live in [Location Redacted] and the WorkFirst office is in Chehalis, WA. They want me to come to Chehalis for WorkFirst every day. If I don't, they will cut me off my grant. It's 77 miles each way. They can give me a bus pass or gas voucher, but they want me to come to Chehalis to get it. | | 25 year old Caucasian female using program(s) CEMZ |
| They have good opportunities for those who don't want to work. | I am very disappointed in DSHS and CPS. When I turned in complaints about my daughter being abused by her stepfather, CPS ignored me and didn't investigate. I even had pictures of her bruises and they still refused. | | 42 year old American Indian male using program(s) CZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---------------------|---|
| That they take care of kids. | They need more workers to carry the caseload. | | 18 year old Other Race male using program(s) CM |
| The call center. | More staffing. | none | 54 year old Caucasian, Hispanic female using program(s) EHM |
| One person to deal with DVR. | Closed off the account a little too early after I went to work. Need to have a grace period. | none | 25 year old American Indian male using program(s) V |
| I was able to get minimal food stamps and medical help. | The Divisions of DSHS needs to start making sure that determinations are based on the individual needs of the family and not just based on a universal mode that suppose to fit everyone. | none | 27 year old Caucasian female using program(s) CEHMZ |
| I don't like to be on assistance. | I think the grants need to be larger. | none | 46 year old Caucasian female using program(s) EHMZ |
| Nothing. | Remember they are dealing with human beings. | none | 47 year old African American female using program(s) EHMVZ |
| The responsiveness of the case managers. | Hire more case managers. | none | 57 year old Caucasian male using program(s) HM |
| I am always able to contact someone at DSHS office. | Condense the eligibility review times. | none | 54 year old Caucasian female using program(s) AHM |
| They return calls quickly. | When you get a raise in one program the food stamps should not be cut. | none | 57 year old African American female using program(s) EHM |
| Nothing. | Turn into human beings and work on customer service. | none | 46 year old Caucasian male using program(s) EHM |
| I am thankful for the help. | The workers need to be more concise with their explanations and DSHS needs to work on improving customer service through the call center. | none | 40 year old Other Race female using program(s) EHM |
| Nothing. | Don't concentrate on all the rules. Look into the reasons that the rules are there. | | 26 year old American Indian male using program(s) C |
| Nothing. | There's no accessibility or communication with them. Back when we needed them we couldn't get information on the programs we needed. | | 43 year old Caucasian male using program(s) C |
| If you need help they can tell you where to go for emergency services. | More workers and...I don't know. | | 18 year old Other Race female using program(s) CEMZ |
| I like, for the most part, that if you have the time to wait a couple of hours you can get help. | There's so much paperwork that it's hard to keep up with it. | | 33 year old Caucasian male using program(s) CE |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|--|
| The CPS workers really listened to our nieces and helped them this time. | There's not really much to improve. | | 49 year old Caucasian female using program(s) CZ |
| I think they do good work with at risk children. And the FirstSteps and WIC programs are very helpful. | The people in the food stamp office are rude. Your people should go undercover to the waiting rooms, take a number and just sit and watch what happens. | | 40 year old Caucasian female using program(s) CMZ |
| That they help people. | I don't like their CPS people. | | 21 year old Caucasian female using program(s) CMSZ |
| The fact that my youngest, who needs things more than anyone else, doesn't receive very much. | They should make things go a little bit faster than six months. | | 37 year old Caucasian female using program(s) ACEMZ |
| That I haven't had to deal with DSHS for a while. | I don't think they do enough regarding mental health care. The state payment rate for mental health services is too low so there aren't as many providers. The providers that are available are severely backed up. Can't serve clients due to backlog. | None. | 47 year old Caucasian male using program(s) HM |
| The help. | They are fine just the way they are. | none | 44 year old Other Race, Hispanic female using program(s) HVZ |
| The help I receive and need. | Return phone calls in a more timely manner. | none | 27 year old Caucasian female using program(s) EHM |
| Generally, I feel that I've been well taken care of. The doctors have been very open to referring me to others who take the coupon. The people at DSHS honestly do try to give answers - although sometimes the terms are difficult to understand. | Make Spend-downs clearer!! It's very hard to understand all the terms to the program. I spent a lot of out-of-pocket money and got into debt to pay medical bills. The frustrating part is that I actually qualified for the MAA program 2 years prior to getting on the program. | | 64 year old Caucasian female using program(s) HM |
| It gives you an opportunity to learn about your problems, how to get help and how to deal with the problems. | They could get more counselors, to facilitate more one-on-one counseling sessions instead of group sessions. | I think that it would be more helpful if DSHS directed more help towards people exiting prison in the form of outpatient treatment. | 19 year old Caucasian male using program(s) S |
| They helped me in my time of need and especially since I started from nothing and needed to get on my feet. They have helped me a lot. | No comment. | No. | 21 year old Caucasian female using program(s) CEMSZ |
| The accessibility of the case manager. | People with developmental disabilities need more access to mental health services for dual diagnosis. | none | 67 year old Caucasian female using program(s) ADEHM |
| Don't know. | Don't know - no problems. | | 21 year old Caucasian female using program(s) DEHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---------------------|---|
| That it's there and provides help for people that need it. | They should return phone calls quicker. Sometimes it has taken them two weeks to call me back and I've had to keep calling them. | | 35 year old Caucasian female using program(s) CE |
| I don't believe I ever dealt with DSHS. | It seemed to me like a lot of people getting help didn't want the help and were abusing it. They were going through the motions just to get through it and to continue to get paid. | None. | 42 year old Caucasian male using program(s) S |
| My worker, Mr. Bataha at the North King County CSO. He always went the extra mile. | Better coverage under the Medicaid program. | none | 5 year old Caucasian male using program(s) CEHM |
| I liked it better when I had my own assigned caseworker with DSHS. | Go back to an individual caseworker for people who have medical spenddown. This would speed up the process. | none | 37 year old Caucasian female using program(s) EHMS |
| How quick everything is. Their response time is real good. | Have more information on other programs. | | 32 year old Caucasian male using program(s) C |
| The help. | Limit the caseloads on the case managers. | none | 70 year old Caucasian female using program(s) DEHM |
| They help out when I'm in need. | CPS should give a reason about why you can't see your own kids. | | 38 year old Caucasian male using program(s) CEHM |
| They are well documented and recorded. They don't lose paperwork. | The CPS information is horribly outdated to the point of being misleading. Their transferring of caseworkers is excessive. | | 22 year old Caucasian female using program(s) CEHM |
| I don't know. | I don't know. | | 44 year old Caucasian male using program(s) EHM |
| Their food and day care services. | The people that work there are rude and act like the money comes out of their own pockets. | | 25 year old Other Race, Hispanic female using program(s) CEMZ |
| Food card. | Don't know. | | 50 year old Caucasian female using program(s) EHM |
| Well, they try to help me. | Not a thing. | | 47 year old Caucasian male using program(s) EHM |
| That they give you the food benefits and medical benefits immediately if you need them. | The child and family services need more help for families with out-of-control teenagers. | | 36 year old Caucasian female using program(s) CEMZ |
| I have learned enough to run the whole thing myself. | Hire me. | none | 34 year old Caucasian male using program(s) EHM |
| Likes that I get what I want. | I would prefer a psychiatrist, instead of a clinician at mental health. | none | 69 year old Caucasian, Hispanic male using program(s) AHM |
| Their courtesy. | Nothing. | none | 34 year old Caucasian female using program(s) DEHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|---|
| I think DSHS offers a wide array of very needed services. | The taxpayers and government could fund DSHS better. | Just that my contact with DSHS - you treated me with respect and a great deal of compassion. | 49 year old Caucasian male using program(s) S |
| That they help with medical and food stamps when people need it. | CPS should be a little more observant, especially when they get more than one call on a family. | | 46 year old Caucasian male using program(s) CEMVZ |
| You have provided a lot of WorkFirst opportunities for people that need it. | My son went to college and took EMT and firefighting training along with academic courses. Now he wants to be a fireman and is finishing his 2nd year. He is required to spend most of his time volunteering at the fire station. Actually this is more of an internship than volunteering because it gives him actual job experience. But DSHS puts him in sanction because he is not "working". Somebody needs to look at this type of situation. He's on track for a good job, and shouldn't be punished for it. | | 19 year old Caucasian male using program(s) C |
| I can't think of anything, except when you push them they finally do their job. | They send letters requiring you to be in their office on a specific day and time each month but they don't care if it pulls you away from a job. | | 25 year old Caucasian female using program(s) CEMZ |
| At Smokey Point you're not just a number and they know what you need. | Really, nothing except they need a place for little kids to play in the waiting room. | | 50 year old Caucasian male using program(s) CEM |
| They were there when we needed them. | More staff in the office to meet the client. | none | 41 year old Caucasian male using program(s) EHM |
| They helped me straighten out my life. | Sometimes they overdo it on the home visits to monitor the kids. | | 45 year old Caucasian male using program(s) C |
| That they work with you regardless of your situation. They give you the opportunity to make arrangements and work out payment arrangements. | I think they should give more opportunities to more people dealing with alcohol and drug problems. | I think DSHS is not reliable regarding resources. Give out more information via pamphlets - not everyone has transportation available or cars. | 22 year old Other Race, Hispanic male using program(s) ES |
| Their accuracy. | I don't know. | none | 40 year old Caucasian female using program(s) CEHMZ |
| The respect they gave me. | I like it just the way it is. | none | 57 year old Caucasian female using program(s) EHM |
| The call center. | Streamline the paperwork. | none | 54 year old Caucasian female using program(s) EHM |
| The social worker and the reception staff. | Raise the grant amounts for single individuals. | none | 55 year old Caucasian female using program(s) EHM |
| They are very informative of programs that are available. | I believe CPS is not willing to investigate instances of emotional abuse, something needs to be done about this. | none | 7 year old Caucasian female using program(s) CEHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|--|
| I like the people that work there. Dan Tate is especially caring. | I don't think anything is wrong. | | 36 year old Caucasian female using program(s) CEHMSZ |
| It's easy to get to their office. | They could be more thoughtful and listen to what you need. They make it tough to get any help. | | 20 year old Caucasian male using program(s) CE |
| The ease of access to their facilities and services. | Maybe longer office hours or different office hours to accommodate more people. | No comment. | 29 year old Caucasian male using program(s) EMS |
| I like the medical, but it should have better dental care. | CPS worked just fine until she became a teenager, then it all fell apart. The caseworkers need to keep guardians better informed about the teenagers status and circumstances. | | 18 year old Caucasian female using program(s) CM |
| That we were able to get a little bit of help. | A lot of times the people that work there give out a lot of incorrect information, and they are rude, and act like it comes out of their own pockets. | | 43 year old Caucasian female using program(s) CZ |
| My office in Port Angeles is small and isn't crowded. | I don't know. | | 36 year old Caucasian female using program(s) CEMVZ |
| I love the family counseling support groups, and their knowledge and helpfulness with addictions is extremely good. And, the ADATSA program is beyond commendable. | Support enforcement needs to be totally revamped. They collected \$3300 from my ex-husband, and then sent it to the wrong woman. It was the woman who broke up my marriage that got my child support. They would not fix their mistake and I took them to a fair hearing, and won. But they refused to honor it and I never got my child support. | | 45 year old Caucasian female using program(s) CZ |
| The people at the front desk are always right on and then it goes downhill when they send paperwork to the back offices. | They can listen to people and be more realistic about the actual goals - I am speaking of TANF and WorkFirst. | They are extremely unreasonable with their WorkFirst goals. It is a good basic idea but they are going at it way off course. | 43 year old Caucasian male using program(s) EMS |
| The help with medical. | Need more mental health therapists. | none | 35 year old Caucasian male using program(s) EHM |
| The knowledge that they are there to help. | Be more specific about the breadth of services available. | Nothing. | 46 year old Caucasian male using program(s) ES |
| Some of the workers try to help you. Mrs. Compton does a good job of helping you, if you can get to her. | In the Aberdeen office, if you speak English you usually can't get past the front desk. They are rude to people speaking English. But if you speak Spanish you can get all kinds of help and they'll even fill out the paperwork for you. | | 39 year old Caucasian male using program(s) CEHM |
| No comment...(she just laughed). | Child support enforcement...do it!! The children's father is getting away with murder...for seven years. | No comment. | 37 year old Caucasian female using program(s) EHMSZ |
| They put the children's welfare first. | Start a support resource center for foster care parents. | none | 10 year old Caucasian female using program(s) CHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|--|
| They are there when you have questions. | I don't know. | none | 24 year old Caucasian female using program(s) EHMS |
| I like that all my stuff can be done over the phone. | CPS needs more information from the people who just randomly call in with complaints. They should have to identify themselves and explain their relationship to the children involved. Seems like they get involved when there's no need for it. | | 27 year old Caucasian male using program(s) CZ |
| I don't know. | I don't know. | | 40 year old Caucasian female using program(s) C |
| They treat me fairly. | I don't know. | none | 48 year old African American male using program(s) HMV |
| I like the WorkFirst program. The system is great. They help you even after you get a job. | The type of medical you guys have now has caused people a great deal of trouble and grief, when it went from Healthy Options to Molina. And the dental coverage is very lacking. I have a cavity between my two front teeth that the coupons won't cover. The dentist says my teeth are too perfect to pull out, but I don't have insurance to cover it. It'll cost \$1500 if I have to pay it myself. | | 31 year old Caucasian female using program(s) CEMZ |
| There is nothing I really like about DSHS. | They need to stop being rude, opinionated, and actively listen. | WorkFirst needs to have exceptions for pregnant women. | 22 year old Caucasian female using program(s) CEHMZ |
| They call back quickly. | Nothing I see. | none | 43 year old Caucasian male using program(s) ADHM |
| How helpful they can be and the services they provide. | Have more information available, like how much money they have available for summer camp. | | 47 year old Caucasian female using program(s) C |
| That they are there. | They've been doing pretty good. Everything I've had complaints about they've improved. | | 29 year old Caucasian female using program(s) CEMZ |
| The case manager is readily available to us. | More funding for more staff. | none | 45 year old Caucasian female using program(s) DEHM |
| I was treated pleasantly. | They could have followed up on my requests and my needs. They probably need more staff - probably why they didn't follow up. | It's been one year and I am still waiting for a response. | 53 year old Caucasian male using program(s) C |
| I appreciate your help. | Nothing. I barely go to them and I've only had to cuss one of them out. | I did not get through to anyone when I called the 1-800 on back of the medical coupon. | 44 year old African American female using program(s) CEMSZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|---|
| No comment. | I went to make an appointment for food stamps and they sent me a letter with an appointment date, but I received the letter AFTER the appointment date. Then, they wouldn't reschedule for three more months since I missed the original appointment date. | Nothing else. | 43 year old Caucasian female using program(s) MS |
| Nothing. | I lost my mother and had a hysterectomy which resulted in a sanction. It has put me behind on all my bills and I will lose my storage. | I think DSHS is a good resource, but I think a lot of people abuse it. | 33 year old Caucasian female using program(s) EHMSZ |
| The fact that it is there with the intent to help. | You need to look extremely close at each and every caseworker and counselor. We encountered some who would not respond to us as foster parents. We couldn't get a response or support from an agency who stated purpose is to care for kids. One of our foster kids had an emergency appendectomy. It took two days to track down the caseworker and another day to get her to go to the hospital to sign the paperwork to authorize the surgery. This child would have died if the hospital hadn't gone ahead and done the emergency surgery before the caseworker signed the authorization. | Client wants his \$250 gift certificate at Kroger's or Wal*Mart. | 68 year old Caucasian male using program(s) C |
| I like DVR Paul Vertrees and Meredith Hardin in the Vancouver DVR office. They helped me get prepared for the perfect job that I now have. | Overall, everything about DVR was great for me, but for my boyfriend it hasn't worked at all. Also, the non-needy relative support program has worked real well. | | 48 year old Caucasian female using program(s) CHMSVZ |
| I like that they help me out, but it's like pulling teeth to get it. | The call center is a waste of time. In the end it will cost the state more money with wasted time and fair hearings. The call center only looks at the most recent paperwork instead of looking at the record, so they keep having to go back over the same old things time after time. | Interviewer's notes: [Identifying Data Redacted] | 48 year old Caucasian female using program(s) C |
| The people there have been real friendly. | If you're making a complaint to CPS, they won't take it seriously if you want to be anonymous. It you do say who you are and then they find out that you're related, then they don't take that seriously either. | | 41 year old Caucasian female using program(s) C |
| The caseworker. | Make it easier to access mental health services. | none | 42 year old Caucasian female using program(s) EHMZ |
| The help. | Show me more respect. | none | 37 year old Caucasian female using program(s) CEHM |
| If you do your part they'll help you. | I don't know. | | 26 year old Other Race female using program(s) CEHMSZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|--|
| Just that they are courteous and they help you out. | None. | | 43 year old Caucasian female using program(s) CEMZ |
| They're sure nice to have around when there's nothing else to fall back on. | More money. | | 36 year old Caucasian male using program(s) SZ |
| I like everything. I have no problems with those guys. | For now everything is real nice. | | 34 year old Other Race, Hispanic male using program(s) C |
| I know some people that work for DSHS and I like them. | CPS needs to allow for family involvement. It's not just about the parents and children. There are usually grandparents, aunts and uncles that could help CPS to help the children. | | 46 year old Caucasian female using program(s) CZ |
| They were there when I really needed help. | I have a mental illness - DSHS needs to look at the fact that we cannot afford to go off their medications when DSHS coupons are not issued. We need those medications and cannot tolerate not having coupons and access to meds. | It's a great program, but the medical coupons and access to meds while mentally ill are extremely important. | 24 year old Caucasian female using program(s) EHMSVZ |
| I like that they explain things very clearly for me. | Nothing, they have met our needs. | | 7 year old Other Race, Hispanic male using program(s) M |
| About half the time the people that work for DSHS are idiots. | I work and deposit my wages into my fiancée's bank account and then she gets a letter from DSHS saying her food stamps are being closed because her income is too high. She stays home with our five kids and doesn't work. | | 29 year old Caucasian male using program(s) CEMZ |
| Nothing. | Support enforcement is based on money too much and should be based more on family needs. | | 37 year old Caucasian male using program(s) CZ |
| Nothing. | I don't know | none | 18 year old Caucasian male using program(s) EHM |
| The help. | Need more workers. | none | 31 year old Caucasian male using program(s) CEM |
| I like the mental health program best of all. | More funding for the programs. | none | 45 year old Caucasian male using program(s) AHM |
| I like the family services, and medical for the kids has helped a lot. | Your medical billing procedures need to be fixed. I took my kid to the doctor because he stopped breathing and gave them my medical coupon. But I still got billed for \$7,354 and now they're threatening to take it to collections even after I've talked to my social worker about it. | | 23 year old American Indian female using program(s) MS |
| I am most satisfied with the food stamp program. | Be quicker in the decision making process for cases. | none | 29 year old Caucasian male using program(s) EHMS |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|---|
| That they are easy to work with and I can always get ahold of someone when I need them. | The income limits for each household size should be much higher due to increasing costs of living. If it was increased more people that need medical care could be covered. | | 12 year old Caucasian female using program(s) M |
| The mental health counselor. | Don't know. | none | 22 year old Caucasian female using program(s) H |
| They get back to me in a timely manner. | I really don't know. | none | 28 year old Caucasian female using program(s) EHM |
| That they have helped me out. | When I use my EBT card to get cash it costs me \$1.50 each time. That a lot of money for me to lose. | | 37 year old American Indian female using program(s) EMS |
| Made it easier for someone who has always worked to accept help when I got ill. | They do the best they can. | The agency was wonderful to me and helped me through some very rough times. | 48 year old Caucasian female using program(s) EHM |
| They are there when you need them to help with housing, food or getting your car fixed. | Some workers need training on how to be respectable and nice, to have better public relations, or some self-improvement classes. | | 42 year old American Indian male using program(s) C |
| They were OK. I feel neutral toward them. | Support enforcement looks down on people who just cannot pay the full amount of their child support for reasons beyond their control. | | 52 year old African American male using program(s) C |
| No response. | No response. | I usually have my sister, who speaks English, call to make appointments for me to take my Aunt, [Identifying Data Redacted], in for appointments. The staff are always nice. | 82 year old Asian American female using program(s) AEM |
| It is affordable and sometimes it is free. | The review forms have some questions that are hard to understand. | none | 4 year old Caucasian male using program(s) M |
| The payment of my Medicare premium. | I don't know. I haven't had enough contact with them to make an informed suggestion. | none | 78 year old Caucasian female using program(s) M |
| They have nice staff there who treat you with respect. | I don't know. | none | 35 year old Caucasian female using program(s) EH |
| I like it when it goes well. | Find a better way to handle the six month review process. | none | 14 year old Asian American male using program(s) M |
| The process is easy. | I don't know. | none | 2 year old Caucasian female using program(s) M |
| The help. | DSHS needs to eliminate spenddown. | none | 62 year old Caucasian female using program(s) M |
| The friendliness of the staff. | It doesn't need to be improved. | none | 1 year old Caucasian male using program(s) M |
| I like the call in; instead of having to go in to the office. | I don't know. | none | 16 year old Caucasian male using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| I like the separation of services. | More staff for answering the phones. | none | 1 year old Other Race, Hispanic male using program(s) M |
| Everyone is really friendly and courteous. | I cannot think of anything. | none | 35 year old Caucasian female using program(s) EZ |
| They help me when I need it. | Nothing. | Nothing. | 32 year old Other Race, Hispanic female using program(s) EZ |
| I like that we can get medical services any time with the medical coupon for [Personal Information Redacted]. | It is a different story for my other two boys as they are not US citizens; I would like to see better coverage for them. | none | 2 year old Caucasian male using program(s) M |
| Nothing. | CPS needs to work more with the birth families. My grandson was moved from one foster home to another without my knowledge. | | 41 year old Caucasian male using program(s) CHZ |
| They treated me with courtesy and respect. | No comment. | They are doing good work. | 38 year old Caucasian male using program(s) EMS |
| I like that they were there for my family when we needed them. | [Identifying Data Redacted] is rude and insensitive - he works for WorkFirst. It is virtually impossible to find a dentist who will take medical coupons and the one we found does terrible work leaving family members in pain and with defective fillings. | Our family is very very grateful that DSHS is there for us and continues to be there for us. | 39 year old Caucasian male using program(s) EMS |
| They were compassionate and understanding. They treated me very well. | Nothing. | | 34 year old Asian American female using program(s) C |
| The medical is the most beneficial thing. | They should definitely be more free and informative with their information on available services. | | 32 year old Caucasian female using program(s) CEMZ |
| They've covered my kids with medical and helped us with food stamps. | When you turn in papers here in the Moses Lake office they lose our papers. | | 43 year old Other Race, Hispanic female using program(s) CEM |
| They help me all the time - every time I need help they help me. | No comment. | Thank you for all the help. | 43 year old Caucasian male using program(s) EHMS |
| That everybody there is really polite and they don't treat you badly because you don't have any money. | Stay open later...6 or 7 p.m. would be great since I am working. | Nope. | 34 year old Caucasian female using program(s) ES |
| They were there to answer any questions you had and they were quick about it. | There aren't any. | | 47 year old Caucasian male using program(s) C |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---------------------|--|
| That they help you with food and medical. | After I quit my job I had to wait ninety days before they would help me with food stamps or TANF. I quit because I did not have a babysitter. I should have been able to get help sooner. | | 27 year old Caucasian female using program(s) CEMZ |
| That there is a phone number available to contact DVR, as [Personal Information Redacted] is on the waiting list and they don't follow up. | DVR needs a method to keep people on the waiting lists informed of current status. | none | 21 year old Other Race, Hispanic male using program(s) V |
| Nothing, except that they help financially. | They do not return phone calls. It's hard to reach your worker. You can't get a straight answer. | | 52 year old Caucasian female using program(s) ACEMZ |
| They have been extremely empathetic. | Need more dental providers who accept the coupon. | none | 46 year old Caucasian male using program(s) EHM |
| Nothing. | No suggestions. | none | 14 year old Caucasian female using program(s) M |
| The WorkFirst program helped me with job training. | Don't know. | | 31 year old Caucasian male using program(s) C |
| I like the way Jodie Littlejohn in the Yakima CPS office handled my case. She was very supportive even when I was balking. She also helped us with the Catholic Family Preservation Services in Yakima. | I have a friend who needs dental care. His teeth are keeping him from work and from getting adequate nutrition. They put him on food stamps but he can't eat. He has infection throughout his gums and spits pus daily. | | 41 year old Caucasian female using program(s) C |
| The call center. | Needs a resource of DSHS telephone numbers. | none | 2 year old Caucasian male using program(s) M |
| It was an easy process. | No suggestions. | none | 2 year old Caucasian male using program(s) M |
| Customer service has always been there for me. | I don't know. | none | 9 year old Asian American male using program(s) M |
| They are very nice to talk to. | Nothing that we see. | none | 27 year old Asian American female using program(s) M |
| The financial help. | The review forms for assistance are not clearly written; they fail to clearly identify who the review is for. For example, it does not identify whether it is for the adult or the children in the home. | none | 36 year old Caucasian female using program(s) M |
| They helped us with medical expenses that we cannot afford. | Cut down the wait time on the phone from 45 minutes when you are placed on hold at the Arlington CSO. It happens every time I call. | none | 15 year old Caucasian female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| Child and Family Services are very concerned and are there to help. | The Sunnyside DSHS office discriminates against whites. Back when I was laid off and didn't have medical I went to the Sunnyside office to try and get medical. They wouldn't give me the time of day. | | 49 year old Caucasian male using program(s) C |
| They are friendly. | Send notices timely. | none | 40 year old Caucasian female using program(s) EHMZ |
| They are prompt every month with the medical coupon. | Find more medical providers who accept the medical coupon. | none | 1 year old Caucasian, Hispanic male using program(s) M |
| There are good things with the food stamp program. The child support offices were also helpful. | Overall, the people that work for CPS have a God complex and think they are above the law. They don't have a good understanding of the law and they re-write the law to meet their own needs. They are doing more harm than good. [Identifying Data Redacted] in the Everett CPS office needs to have a better understanding of what the laws are and shouldn't threaten people so much. | | 38 year old Caucasian male using program(s) CZ |
| I like the fact there is a medical 800 number I can call and get advice. | I believe DSHS needs to scrutinize the doctors closer on accuracy of billings. | I would like them to revamp the medical system so the doctors are more accountable for their charges; but yet, receive a fair realistic reimbursement for services rendered. | 50 year old Caucasian male using program(s) M |
| They are very helpful. | No suggestion. | none | 79 year old Caucasian female using program(s) M |
| They are pretty easy to get help from. It's easy to get help if you really need it. | They could return calls in a more timely manner. | None. | 32 year old Caucasian female using program(s) CEMZ |
| When I call they always return my calls and they answer my questions. | I don't have any problems with DSHS. | | 55 year old African American female using program(s) ACEMZ |
| That they are there to help when you don't have any income and are homeless. | I don't like that they have employees that don't speak English and they don't return your calls. | | 38 year old Other Race female using program(s) EHMS |
| We got really nice doctors when we were on it. I wish we had found out about medical sooner. | It's hard to find out about the programs and what's available. | | 14 year old Caucasian female using program(s) M |
| I like that they give the hope that people will be taken care of in adversity. | I don't like that sometimes I feel like I need to take my own interpreter with me when I go into their office. The Asians working there don't speak English very well. Also, they need to work a little harder to provide more than just hope. | Washington State needs to look at felons as a separate population group to assist them to reclaim their lives and to cut the recidivism rate. | 46 year old Caucasian female using program(s) CEMZ |
| They are very generous. | I don't think I'm on DSHS. | | 49 year old Caucasian female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---|---|
| If you need help they are there for you. | Nothing. They are doing the best that they can. | | 26 year old Caucasian female using program(s) CEHMZ |
| The people are nice. | CPS needs to stop taking away people's children without good cause. Just because someone calls them and says the house is messy is not good cause. They need stricter guidelines on when to take the children. | | 19 year old Caucasian female using program(s) CEMZ |
| I have open options for my family. | I have drug felonies and DSHS Medical Assistance won't help me because of that. | It was nice that they helped me out with the food stamps. | 29 year old Caucasian female using program(s) CMSZ |
| That they are there for people. | They need more than one person at the front counter. There's usually a long line. When we go there, we pack a lunch. You can't see your worker on Wednesdays, it's their paperwork day. | When I called the 800 number on the medical coupon, it took 45 minutes on hold before talking to someone. | 31 year old Caucasian female using program(s) CEMZ |
| The timeliness of the workers. | Nothing. | none | 8 year old Other Race, Hispanic female using program(s) M |
| They help us a lot. | Nothing. | none | 2 year old Asian American, Hispanic female using program(s) M |
| Easy to get the help. | Remind about verification of income for the review. | none | 10 year old Caucasian female using program(s) M |
| They have really helped me with food stamps. I wouldn't be able to eat if I didn't have them. | They're doing fine. | | 51 year old Caucasian female using program(s) CEMS |
| They provided the help I needed. | I think they should offer medical to low income families. | none | 1 year old Caucasian female using program(s) M |
| I don't know because I have had a whole bunch of problems with the Bellingham office. | Medical program to pay for vision care for adults | none | 33 year old Caucasian female using program(s) MZ |
| I don't know. | Sometimes when I try to call, it is difficult to get through. | none | 3 year old Caucasian male using program(s) M |
| They were very direct about their help. | Nothing. | none | 18 year old Caucasian female using program(s) M |
| Quick about responding. | Nothing. | none | 16 year old Other Race, Hispanic male using program(s) M |
| I am thankful for the medical program: without it, I could not afford our prescriptions. | More dental providers who accept the medical coupon. | none | 19 year old Caucasian female using program(s) M |
| It is very easy process. | I don't know. | none | 1 year old Caucasian, Hispanic male using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|--|
| I like the fact that my kids can get medical. | I think there needs to be medical available for adults. | | 29 year old Caucasian female using program(s) E |
| They helped us with food stamps and medical. | They have a long waiting time in the waiting room. If they are late calling me in it's OK, but if I'm late getting there they get mad. | | 19 year old Other Race female using program(s) C |
| The help they provided when I needed it. | I think they could allow more time for walk-in appointments. | none | 11 year old Caucasian male using program(s) EM |
| I like that they treat me in a professional manner. | I feel the legislature needs to firm up the laws so that Support Enforcement can quickly collect the monthly support from the other parent. | none | 34 year old Caucasian, Hispanic female using program(s) MZ |
| The help that is basically free. | More medical providers and dental providers who accept the medical coupon. | none | 6 year old Other Race female using program(s) M |
| Nothing, I'm not satisfied with them. | They should not tell people that they can get food stamps and then later you find out you can't get them because you're under age 23. | | 21 year old American Indian female using program(s) EM |
| Their explanations are excellent. | Reduce the wait time on the phone to the call center. | none | 2 year old Caucasian male using program(s) M |
| The help for families and children. | Make the income standard higher to qualify for medical. | none | 13 year old Caucasian male using program(s) M |
| I like the way of communication: the social worker sends letter to me with list of documents I need to complete. I then collect necessary documents and return them to DSHS. | Would like to have somebody to check documents before returning them to DSHS. I would like to have some kind of receipt or stamp or hand mark that documents were received by DSHS. | None. | 12 year old Caucasian female using program(s) E |
| The fact that their priority is good medical care for children. | I don't know. | none | 8 year old Caucasian female using program(s) M |
| The help was there when we needed it. | I was very satisfied with the program; no change needed. | none | 4 year old Asian American female using program(s) M |
| I like the mental health part where they ask you questions about other programs and they help me with other programs. | They could call me back sooner. | No comment. | 55 year old African American female using program(s) AEHMS |
| They are readily available to help...especially appreciate WATAP. | Shorten wait times for appointments. | | 82 year old Caucasian female using program(s) M |
| I like the personal involvement. | Hire more staff to do the job. | I am retired military, and take the girls to Fairchild Air Base for medical. I do keep doing the reviews for the medical to have in case of an emergency; although, I haven't used the medical for either child nor any family member. | 16 year old Caucasian female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---|---|
| The understanding and compassion of the workers. | No comment. | None - I am satisfied with your services. | 38 year old Caucasian male using program(s) HMSV |
| The medical help for the kids. | Raise income eligibility rates for families for eligibility so that the parents can also get medical. | none | 28 year old American Indian male using program(s) M |
| It was easy to get the service. | No comment. | No. | 30 year old American Indian female using program(s) S |
| Privacy. | Nothing I see. | none | 18 year old Caucasian female using program(s) M |
| It has helped us maintain medical for the family. | The state needs to open Basic Health program to families with income below \$50,000. They also need to encourage community organizations that provide free medical care. | none | 11 year old Caucasian female using program(s) M |
| I like the fact, that on the most part, they treat me with respect and dignity and a lot of the staff are hired because of their own experience in needing help. The staff understood and were quite awesome. | For me, when it's a more complicated situation - I would appreciate the staff taking more time instead of ramming it through and calling it good. They didn't want to explain a lot of items - I am speaking of the [Location Redacted] office. | I am very unhappy with [Location Redacted] in Yakima. The treatment center ([Identifying Data Redacted]) would not be clear on any of the financial things and wouldn't make any appointments. She kept me from all my information, she changed my PIN, took my food money, wouldn't tell me the charges and how much DSHS was being charged. They wouldn't let me call my daughter or my attorney. The place did a lot of cover up with the fire department and the health department. They wouldn't allow CPS in the facility. A pregnant lady was left behind during a fire inside the facility. | 44 year old Caucasian female using program(s) CEHMSZ |
| The access to inexpensive care medical care for my daughter. | Provide a summary plan of all benefits available under medical program. | Provide a summary of ongoing requirements for participation in the medical program. | 5 year old Asian American female using program(s) M |
| I haven't had a lot of hassle in this state in using the medical coupons. | Need more dental providers who accept the medical coupon. | I am very thankful for the help. | 8 year old Caucasian female using program(s) M |
| All the medical providers are easy to find. | Need more dental providers who accept the medical coupon. In our area there are no dental providers accepting the medical coupon. | none | 16 year old Caucasian male using program(s) M |
| DSHS workers are polite, but sometimes I had difficulty with WorkFirst worker in explaining travel expenses and it was very time consuming. | I would like to have medical coupons for my children. I cannot afford even Basic Health but the kids need dental care and have other medical problems. | None. | 54 year old Caucasian male using program(s) E |
| The medical coupons are well known and hassle free. | More dental providers who accept the medical coupon. | none | 13 year old Caucasian female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|--|--|
| I like the attention given to my request for medical assistance. | No comment. | none | 6 year old Other Race, Hispanic female using program(s) M |
| That they helped me to get medical assistance for my children. | No comment. | | 10 year old Other Race, Hispanic male using program(s) M |
| That they helped me with problems and issues for assistance | More compassion on Eligibility Review interview appointments. My daughter is incapacitated and sometimes hospitalized. I have to be with her. I missed Eligibility Review appointment - they closed my medical coupon. | | 1 year old Other Race, Hispanic female using program(s) M |
| They are easy to talk to and they listen to you - and try to solve problems and answer any questions you may have. | When child support funds are paid to DSHS by mail - it would help if DSHS made the payments quicker. | DSHS shouldn't force me to hire an attorney to keep the child support and day care issues separate. | 57 year old African American male using program(s) C |
| Their attentiveness and helpful attitude. | No. | | 17 year old Other Race, Hispanic female using program(s) M |
| They help you well; they give you enough time to express your request for assistance. | No comment. | | 1 year old Other Race, Hispanic male using program(s) M |
| That they are attentive and try to help with your request for assistance. | No comment. | | 30 year old Other Race, Hispanic female using program(s) M |
| Being able to get help when I need it. | Not having to arrive between 7 and 9 in the morning and then having to wait most of the day. I usually got out of CSO about 3 p.m. Strict guidelines regarding earned income - \$50 more would eliminate health care. They count vehicle as an asset but they over value the car and then count a portion of car value against monthly grant. | Dental is hard to find with medical coupons. Dentists put me on a waiting list. Couldn't get a Saturday appointment. Even when I use medical coupons a clinic continues to bill me for additional costs on my son...two years later!! DSHS needs to pay more attention to clients first and middle names to keep family members separate and to avoid confusion. | 28 year old Caucasian female using program(s) CEMZ |
| Their connection with the Unemployment office. | Train the caseworkers to treat clients more like human beings. | none | 28 year old Caucasian female using program(s) CEHMZ |
| I like they were there to help. | I don't know. | none | 24 year old Other Race female using program(s) M |
| The medical help. | Reduce the telephone service time to about ten minutes on hold. | none | 9 year old Caucasian female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|---|
| They were fast and courteous. | In my situation (I lived in Lakewood) in the beginning they gave me a doctor a long distance away - for example, in King County, which was not convenient. When I went down to the county office they wouldn't help me in Pierce County - I had to travel to King County. | When you have to do the six month review, we were in the process of moving. I wrote a letter to DSHS telling them of my move, asking if I could call in week or so, but DSHS simply cut me off. | 12 year old Caucasian female using program(s) M |
| They are very courteous and offer good services. | They could work on having the child support division reorganized. The workers are very rude. | No. | 47 year old Caucasian female using program(s) AHMZ |
| They are kind and attentive, especially in giving me medical assistance ASAP when I need it. | No comment. | | 17 year old Other Race, Hispanic female using program(s) M |
| When I need something, they are there for me. | Better service in helping get child support from other parent. | No. | 40 year old Other Race, Hispanic female using program(s) CZ |
| Nothing really. | Expand availability of services - make more programs available for more people. | Expand Quest payment services for availability of direct deposit to client savings or checking accounts. | 52 year old American Indian male using program(s) E |
| That I am able to have good medical care for my children when I can't afford it. | More contracts with more physicians. More options. | No. | 15 year old Caucasian male using program(s) M |
| They helped out when I was in need and when my husband was laid off his job. | No comment. | DSHS was very helpful. | 4 year old Asian American female using program(s) M |
| Gorgeous people. | Stop using Molina - that's a provider. Switch back to original provider. | No. | 24 year old Caucasian male using program(s) EHMS |
| No comment. | Basically, they need to look at the situation more closely. Some of the rules they are going by are too inflexible. They wouldn't recognize the school I was attending as an allowable activity. | I think the interviewer is the nicest person I have talked to at DSHS. | 24 year old Caucasian female using program(s) CEMS |
| I was provided the information up front by DSHS workers. | No comment. | Good experience with DSHS - very helpful. | 18 year old American Indian male using program(s) M |
| The food stamps. | Higher payments for medicines. | I am allergic to things medically and I don't know where to call if I can get extra foods stamps. I gave King County number [Location Redacted]. | 51 year old Caucasian female using program(s) EHMS |
| I like my financial worker, Crystal Hecker in the Spokane North office. | I had a problem with WorkFirst. I was severely depressed and needed to be on medication. WorkFirst wanted me to be out looking for work and they made no allowance for my depression. | The child support office can't collect from my child's father because he's on social security. | 23 year old Caucasian female using program(s) CEHMZ |
| They work for you very well. | Try to expand services even with shortage of funds. | No. | 41 year old American Indian male using program(s) S |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|--|
| They have a good program for helping people get back on their feet and not be on state assistance. | The communications with clients needs improvement. I've had one worker deny me benefits and a few months later be approved by another worker when I re-applied. I was then told I should have been approved the first time. | | 35 year old Caucasian female using program(s) CEZ |
| They are fast. | Nothing I can think of. | Nothing. | 22 year old Caucasian male using program(s) EMS |
| They are supportive and helpful. They don't make me feel unimportant. | Nothing. | I feel like all the programs I have used are very effective. I have never been refused help - DSHS has been a tremendous benefit to my family. | 38 year old Caucasian female using program(s) CZ |
| Once he decided, DSHS was quick to respond. | I think they are short of staff. | The program worked. | 46 year old Caucasian male using program(s) S |
| I have enjoyed working with DSHS and it has been a real blessing in our life. | Nothing off the top of my head. | No, I don't. | 13 year old Caucasian male using program(s) M |
| Nothing. | Some of the front desk people are very rude. They should be more courteous. | | 34 year old Caucasian female using program(s) CZ |
| That they are available to help. | Nothing. | | 19 year old American Indian male using program(s) CM |
| No comment. | Need dental providers who accept the dental coupon. | I felt that the dental providers treat us like second class citizens. | 10 year old Caucasian male using program(s) M |
| The day care program has been real helpful. | I think client should be screened for alcohol and drug use before receiving assistance. | none | 56 year old American Indian, Hispanic female using program(s) EZ |
| The help with medical. | I can't think of anything right now. | | 27 year old Caucasian female using program(s) CMSZ |
| The people are high caliber, intellectual and can solve problems. | I don't really have any complaints. | | 18 year old Caucasian male using program(s) CM |
| They are understanding, patient, and helpful. | I don't know. | none | 18 year old Caucasian female using program(s) M |
| No response. | I do not work. Other son, [Identifying Data Redacted] (my brother) has disability. [Identifying Data Redacted] (my dad) has health issues. We are taking care of our grown up children who cannot take care of themselves. | [Personal Information Redacted] was upset with services. She complained about a non responsible social worker who calls her husband [Identifying Information Redacted] for an appointment. But when he showed up at the office nobody was there to talk to him. That happened four times. They lost fair hearing. | 27 year old Caucasian female using program(s) AEHM |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---|---|
| When you go to the office, the receptionists are rude, nasty and suckie. But the caseworkers have been very kind. | I am getting a divorce because CPS would not return phone calls. I called for 3 months. They said my husband couldn't come home from rehab or they would take our kids. After months he finally went and found someone else because he couldn't come home. Then after a year CPS said "Oh, he could have come home and we just made a mistake". Their mistake broke up a twenty year marriage. | | 41 year old Caucasian female using program(s) ACEM |
| Nothing off the top of my head. | The social workers are not pleasant. They are rude to everyone. | | 26 year old Caucasian male using program(s) CE |
| Don't know. | Don't know. | | 76 year old Caucasian female using program(s) AEM |
| I don't know. | A little more understanding. | It is extremely hard to live on \$100.00 in food stamps a month. | 48 year old Caucasian male using program(s) EM |
| That the workers, as parents themselves, understand our problems as parents. | No comment. | | 31 year old Other Race, Hispanic female using program(s) C |
| Being able to get information. | I can't think of anything right now. | | 43 year old Other Race, Hispanic male using program(s) C |
| I like the Newport Community Service Office better than any other office in the state. | Probably nothing needs changed. | none | 38 year old Caucasian female using program(s) E |
| They do help the lowest social economic group. | Stop discouraging people from trying to go to school to better their life and future. | I believe more emphasis should be put on education leading to a livable standard. | 22 year old Other Race, Hispanic female using program(s) EMZ |
| The attention and help they give us when we need and ask for services. | No comment. | | 23 year old Other Race, Hispanic female using program(s) CM |
| They are kind and attentive. | No comment. | | 25 year old Other Race, Hispanic female using program(s) CHMZ |
| The help. | They are always helpful, so, I do not see any thing that needs changed. | none | 62 year old Other Race male using program(s) E |
| That they are helpful and attentive. | No comment. | | 15 year old Other Race, Hispanic male using program(s) M |
| I like the way they explain the programs available and explain eligibility. | No comment. | None. | 35 year old Other Race, Hispanic female using program(s) E |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|--|---|
| Usually they are able to get you what you need. | Have more people working in the offices - long waits. | | 25 year old Caucasian female using program(s) CEMZ |
| Don't know. | Don't know. | | 36 year old Caucasian female using program(s) C |
| Getting the help when I needed it. | More staff. | none | 26 year old Caucasian male using program(s) E |
| It was comfortable and they treated me well. | Need more staff. | none | 51 year old Caucasian male using program(s) E |
| I like the children's programs the best. | I think they are perfect just the way they are. | | 57 year old Caucasian female using program(s) CM |
| I like my caseworker in the Pierce South office. | I can't think of anything. | | 20 year old Asian American female using program(s) CEMZ |
| I really don't know. | Make it more affordable. | None. | 25 year old Caucasian male using program(s) S |
| Every time I go into their parking lot - there are always new cars. | Start doing their job. The individuals working there should do their jobs, stop passing the buck, the runaround thing. I had to wait three months for ADATSA - they told me that we will let you know. I had to call them and they said that Park had to call them back. Park said they were waiting on DSHS and DSHS said just the opposite. [Identifying Data Redacted] doesn't do his job. Make more funds and support available for single folks and white people. Provide support to people that actually pay taxes. They didn't provide much information on available programs so it makes clients have to figure out what is available for themselves. Clients have to be persistent to get services. It would be helpful if they would do less for people taking advantage of the program...people that have been on welfare for long periods of time. Once I got approved for ADATSA outpatient. But, when I got to Park they wanted to sign me up for inpatient and I didn't want that. The court ordered outpatient but Park wanted to go inpatient. | Since I am young and female, I felt that some DSHS staff were judgmental with me. The sign in computer - that does work well. I feel the questions in this survey are asked in a way that they favor DSHS. I feel there should only be three possible answers. | 28 year old Caucasian female using program(s) EMS |
| It's there when you need them. It takes a while to get through on the phone though. | WorkFirst was terrible. If you get a temporary job and then the job ends you have to go back to WorkFirst and go through the same training all over again. Also, the financial workers are rude. | | 27 year old Caucasian female using program(s) CEMSZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---|---|
| That they listen and they try to help. | Can't think of anything. | | 36 year old Caucasian male using program(s) C |
| This medical card helps a lot. It is really big support for my family. | No problems. | Thank you for the help. With five kids in the family, I appreciate this help. | 3 year old Caucasian female using program(s) M |
| The fast service. | Not making clients have to wait at the CSO all day long. | I think that if don't have kids you should still be able to get certain benefits if you need them. Such as dental benefits. | 25 year old Caucasian, Hispanic male using program(s) EHS |
| The workers are knowledgeable and quick to respond. | Have more providers who accept the medical coupon. | none | 8 year old Caucasian female using program(s) HM |
| Nothing. | CPS did a drug test on my daughter and when she tested positive they took the baby and gave her to her dad. But he is an alcoholic and is not capable of caring for the baby. I think he is neglecting the baby. | | 46 year old Caucasian female using program(s) CHSZ |
| Being able to receive help for my goals in life and be a productive individual in society. | Staff should be non-judgmental. Take each case as an individual and not stereotype everyone. | I think the service is excellent for the community. But, I think that some of the staff stereotype clients and don't treat them as individuals. Maureen Anderson was the kindest, most polite, most helpful person in DSHS - Vancouver. | 47 year old Caucasian male using program(s) EMS |
| The fact that they were willing to look at my situation and to help in any way they could. | I was able to get medical for my kids but my income was \$43.00 too much for me to get any medical. They won't even let me spend down my income. I'm a widowed mother of three kids and I'm their only support. | | 37 year old Caucasian female using program(s) CZ |
| They are willing to work with us regarding our needs. | I think Children's Services could use more staff so they could deal with all the issues. | I think there could be more help to find low income housing in Forks. | 21 year old Caucasian female using program(s) CEMZ |
| When I was dealing with it regarding my family, I got real different stories from [Locations Redacted] and another office out of our area. This made the situation very confusing! I felt like [Location Redacted] should have taken charge and stayed in control. All three offices investigated! | Whoever takes first charge of an issue - they need to be the organization in charge of the activity or action until it is completed. | Since I am a [Identifying Information Redacted], dealing with DSHS at home and then in an educational setting at school made it very difficult. DSHS needs to consider client's occupation and take that out of the equation. And, when any investigations are made in the school setting - they need to involve school staff more since they many times know of more information that likely would be of value in the investigation. | 45 year old Caucasian female using program(s) C |
| It allows my family to accomplish our goals. | Explain the forms that you must fill out (such as recertification forms). Give more time to fill out forms and get all the supporting data. | Nope. | 28 year old Caucasian female using program(s) E |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---------------------------------------|---|
| That they are attentive. | No comment. | | 27 year old Other Race, Hispanic female using program(s) M |
| There's nothing I like about them because they don't work individually with the cases and there's too many guidelines. | You need to be able to deal individually on a case by case basis with people. Hire new people that have the time and patience to work with clients. Have fewer state and national guidelines so workers can be free to work cases individually. | | 32 year old African American female using program(s) CEMZ |
| That they listen to my needs and tried to help. | No comment. | | 25 year old Other Race, Hispanic female using program(s) M |
| The ease of the whole thing. | Not sure that anything could be changed that would make it better than it already is. | none | 46 year old Caucasian male using program(s) E |
| I liked the medical help. | Can't think of anything. | | 32 year old Caucasian male using program(s) C |
| That they are attentive and try to help if possible. | No comment. | None. | 22 year old Other Race, Hispanic male using program(s) DEMV |
| I like the call center. They have helped me. | A lot of the workers in the Kelso office act like they are better than we are. I don't feel that they understand our problems. | | 24 year old Caucasian male using program(s) C |
| They help me with services. | I don't know. | none | 26 year old Caucasian female using program(s) S |
| They are very attentive; I am very satisfied with the help I am receiving. | No comment. | | 33 year old Other Race, Hispanic female using program(s) M |
| I like the programs they offer. | More staff answering the phones. | I like to see more Hispanic programs. | 24 year old Other Race, Hispanic female using program(s) E |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|--|
| Because I have been approved to use a medical ID card in the past, but actually never used a medical ID card and also, because the University of Washington's KAME project which serviced Japanese and maybe Asian senior citizens ended so that currently I have not been getting any benefits nor assistance from DSHS. I have no personal experience to comment, but, I think DSHS is doing a good job overall. I help contribute to society in what I can do every day and think DSHS in the future will most probably help me when I need assistance. | It might have directly existed in DSHS or nonprofit organizations run like ACRS (Asian Counseling Referral Service). However, some type of confidential neighborhood information and referral center with legal and medical advisors with interpreter services for senior citizens who live independently and moderately healthy would be nice. I think it is very important to know what kind of medications I am taking and what kind of health condition I maintain. An information and referral center will probably aid me to make updated health decisions more easily. Hence that gives me sustainability and that means I can contribute to society in my way for a longer time. | | 77 year old Asian American female using program(s) M |
| That you are able to have phone interviews now. | Probably have more staff. | Like I said, they need more staffing. Since I am on SSI, I don't qualify for any of the DSHS voucher programs (such as getting my car fixed, clothing allowance) even though my children are on the WorkFirst program. | 36 year old Caucasian female using program(s) EMS |
| I like it that it is not such a long wait now when I have to reapply. | Be more consistent in their explanations. | none | 1 year old American Indian male using program(s) EM |
| How they can provide gas vouchers, food vouchers, clothing vouchers when you need them. If they cannot help, they refer you to other places. | They can improve services by listening to the clients and their needs instead of what the caseworker thinks the client needs. Basically, have the caseworker listen to me. | Have the caseworker allow client participation in planning case services. | 27 year old American Indian female using program(s) CEMS |
| I like the fact that the kids are covered for medical when they need it. | Medical program should allow us to choose any doctor to go to. | none | 18 year old Other Race, Hispanic female using program(s) M |
| They sit down and they listen - they care. | More staff...workload is too heavy. | No comment. | 44 year old Caucasian female using program(s) EHMSZ |
| They are there when you need them and they were able to help us when we were in need. | I can't think of anything. | | 43 year old Asian American male using program(s) CV |
| The only way I dealt with DSHS was through Retsil. | No idea. | No, I don't. | 62 year old American Indian male using program(s) MS |
| There wasn't much contact with DSHS - so, no comment. | More convenient location to where clients live. | No comment. | 44 year old Caucasian male using program(s) S |
| The location. | Be faster on making a decision about what DSHS can do for you. | I wish that DSHS had more services to offer. More drug and alcohol treatment centers to go to. | 51 year old Caucasian male using program(s) S |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|---|--|
| Honestly, I like pretty much nothing. At the end they say they never got our information and they deny our applications so we have to reapply all over again. | The caseworkers should have their own mailboxes. When they ask for information we take it into the office and put it in the office drop box. From there it has a 50% chance of getting lost. | | 27 year old Other Race, Hispanic male using program(s) C |
| No comment. | DSHS Child Support takes too long to respond to letters and was late in sending out letters to me. Also, they don't answer the phone in a timely manner. | For medical, there was one point about two years ago I was told I couldn't receive medical but later I found that I should have been receiving medical services. DSHS staff misinformed me. | 38 year old African American female using program(s) EMSZ |
| If I move I just call the 800 phone number and they take care of the paperwork for me. | Can't think of anything. | | 34 year old Caucasian, Hispanic female using program(s) MZ |
| A lot of people get indignant toward the workers because of delays, but they should stop and realize that the workers are people too. Workers are good at keeping their temper. | Dental coverage needs to be improved so that dentists will take the coupons. | | 42 year old Caucasian male using program(s) EHMS |
| No comment. | They could be more available to talk to you. I don't like the prompting phone system. | No, I don't. | 34 year old Caucasian female using program(s) MSZ |
| They are clear on things. What I don't think is right is that they can expect a person to get a job when they are participating in a program during the week. It's too much for a client to do and be successful. | Provide support to people who are already in services who cannot work during the week. I am speaking of WorkFirst. It's a very difficult proposition for many people. Can DSHS provide some sort of training or activities on the weekend? | DASA has people that preach things and do something else. Counselors scream at people in the parking lot - very unprofessional. These are staff at the county level. | 25 year old Caucasian female using program(s) EMSZ |
| I haven't had any problems so far. | Can't think of anything right now. | None. | 9 year old Caucasian female using program(s) M |
| If you really need help, the help is there for you. | Reduce spend-down or do away with it. | none | 43 year old Caucasian male using program(s) EHMS |
| The medical and food stamps. Both programs help a lot! | They could definitely work harder to track down the non-custodial parent who owes child support. My son is four years old and I have never seen a penny from his worthless sperm donor! | I just want to say that my CPS worker, Dawn Oster, is extremely helpful and she is the best one there! She helped my family out a lot. | 21 year old Caucasian female using program(s) CEMSZ |
| The help. | Nothing. | none | 1 year old Other Race, Hispanic male using program(s) EM |
| I like the fact that they do their work in a timely fashion. | I cannot think of anything. | none | 58 year old Caucasian male using program(s) E |
| Don't know. | Medical help for kids. | | 32 year old Caucasian female using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---|--|
| Don't know. | Don't know. | | 49 year old Caucasian male using program(s) EMS |
| They are efficient. | Maybe have more staff. | No. | 57 year old African American male using program(s) S |
| We are so happy and satisfied with all DSHS services. We can't work, but we get assistance from DSHS. | I like the services. There is no improvement. | No, I don't have any questions. | 59 year old Asian American female using program(s) EHM |
| Nothing really. | I would like to see the social workers take foster parents concerns to heart and start returning phone calls in a timely fashion. | Medical needs to be added to the rate assessments for foster parents. I would welcome a call from Secretary's Office or the Governor's Office concerning this matter. | 25 year old Caucasian female using program(s) M |
| The help. | A need for more one-on-one contact, and to be available to speak to. | None at this point. | 14 year old American Indian male using program(s) M |
| The food stamp program. | I would like help to reunite with my family and my children. | none | 52 year old Caucasian female using program(s) AEHM |
| There has been one caseworker, Carolyn, out of Seattle office who was excellent in customer service. | I would say giving consistent education to the caseworkers on good customer service. | none | 14 year old Caucasian male using program(s) M |
| They care about my family and our needs. | They actually need to work together in making sure they process their information all the way through. Today, I was supposed to get my grant but my CM said I had to wait until today. Everyone else got their grant yesterday but I didn't. I then found out that the person I spoke to last Friday (May 27th) didn't properly complete the paperwork. | No. | 23 year old Caucasian male using program(s) EMS |
| The medical help. | DSHS needs to make more public awareness about their available programs. | none | 19 year old Caucasian male using program(s) M |
| A lot of the concerns can be handled on the phone. | No comment. | No comment. | 16 year old Caucasian female using program(s) M |
| Knowing the security that my kids have medical coverage. | When a person's income exceeds the standard for medical, the State should offer a medical program with a sliding scale. | none | 8 year old Caucasian female using program(s) M |
| The medical. | I think it is OK the way it is. | none | 19 year old Caucasian female using program(s) M |
| Lots of services were available | I don't know. | none | 3 year old Caucasian male using program(s) M |
| The help. | Nothing I can think of. | none | 11 year old Caucasian male using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| The medical help. | The Department should place a cap on the number of children that be included in the grant or for medical assistance. | I think the Yakima DSHS office needs more staff to answer the phone and to provide customer service. You can never reach a worker to talk to in the Yakima office. | 2 year old Caucasian male using program(s) M |
| Just how willing DSHS is to help and that DSHS understands that it takes time. I feel like DSHS has helped me out very much. I am appreciative. | Publish more what DSHS can provide in the line of services available. I didn't know what DSHS offered until some friends told me of some of the services available. | Without the treatment, I wouldn't be where I am now. Very appreciative. | 22 year old Caucasian male using program(s) S |
| I really don't know how to answer that question. | Nothing that I can think of. | none | 19 year old Caucasian male using program(s) M |
| The convenience of going to CSO and being really easy to get my emergency food stamps. | No comment. | I don't. | 34 year old Other Race, Hispanic male using program(s) EMS |
| DSHS people are nice and helpful. | Extend benefits for old and sick people. | | 62 year old Asian American female using program(s) E |
| I really appreciate it being available otherwise my daughter might not have had medical care available to her. It allowed her to play sports in school. | They could get my daughter's last name correct and not be argumentative about changing it. | I have a question about my landlord. The Landlord had problem with DSHS social worker bullying landlord about another tenant and trying to get refund for water bill (Note: landlord pays for entire water bill himself - renters don't pay anything for water)! Caseworker's name is [Identifying Data Redacted]. | 18 year old Caucasian female using program(s) M |
| No comment. | No comment. | None. | 1 year old Caucasian male using program(s) M |
| They were very informative and helpful. This was my first experience with DSHS. They did not make me feel inferior for being there. | Nothing I see. | none | 5 year old Caucasian female using program(s) M |
| The help they provided. | I don't know. | none | 21 year old Asian American female using program(s) M |
| Rapid response. | Have a list of doctors that are more open to serving children with medical coupons. | No comment. | 13 year old Other Race, Hispanic female using program(s) M |
| For the most part, people are helpful. They try to help the children, protect the children and care for the children. | Communicate between the different divisions. Maybe train their CPS caseworkers better. CPS worker [Identifying Data Redacted] is new, lied to me, backtracked, etc. She needs additional training. | Allie McCann, at DSHS office in Bellingham - I thought she was great. Very helpful, prompt and was very good! Great listener and was very caring. | 40 year old Caucasian female using program(s) CEMZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|---|---|--|
| The help. | Nothing I see. | none | 16 year old Other Race, Hispanic male using program(s) M |
| They treated me with the utmost respect. | For the Tacoma/Lakewood area, the phone book needs to distinguish that to apply for food stamps only, you need to go to the 72nd and Portland office. | none | 17 year old Caucasian male using program(s) E |
| The help they provided to us and the quick service. | I don't know. | none | 3 year old Caucasian female using program(s) M |
| Glad it's there when people need it. I wish I didn't need it. | They do fine. | | 34 year old Caucasian female using program(s) EZ |
| I don't know. | Pay what they said they would pay for the birth of my child. | They did not pay a lot of the medical bills related to my pregnancy and birth of my child. | 19 year old Caucasian female using program(s) M |
| Everything comes on time and I especially appreciate the medical program. | There is a need to increase the food stamp allotment for single individuals on a fixed income. | none | 40 year old Caucasian male using program(s) CEMS |
| They are always there for DASA type services. | I think they should give medical coupons to folks when they are not in treatment. And, some medicines I need are not covered but other clients can get the same medicines with medical coupons. | No more. | 35 year old Caucasian female using program(s) EMSZ |
| Material was sometimes presented in a pleasant manner. | Treatment centers need to open on weekends. | Any time the governor's office would like to talk about treatment centers call me at [Personal Information Redacted]. | 26 year old Caucasian male using program(s) S |
| They are ready to help with interpreters when necessary for my interviews. | No comment. | | 24 year old Other Race, Hispanic female using program(s) M |
| The fact I have had no problems using the medical coupons. | I am very satisfied with the medical program as it is. | none | 7 year old Other Race, Hispanic female using program(s) M |
| Speedy services. | No complaints. | No, not really. | 5 year old American Indian female using program(s) CEMS |
| No comment. | No comment. | Nope. | 8 year old American Indian male using program(s) M |
| It was very convenient. | Nothing. | none | 25 year old Caucasian male using program(s) S |
| No comment. | Nothing. | none | 7 year old Caucasian male using program(s) M |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|--|--|--|
| They treat me with courtesy and respect. | No comment. | | 49 year old Other Race, Hispanic male using program(s) E |
| They do help. | No comment. | I don't have any right now. | 29 year old American Indian female using program(s) EMSZ |
| The medical coupon is always comes on time. DSHS helps my family with medical expenses. | None. | None. | 9 year old Asian American male using program(s) M |
| I like my workers at the CSO. | Do away with the touch screen at the Wenatchee CSO for logging in for appointments. I have trouble doing the log in. Otherwise, provide some help in logging in. | An increase in food allotment would be nice. | 47 year old Caucasian female using program(s) EHMS |
| That they treat me with courtesy. | No comment. | | 27 year old Other Race, Hispanic female using program(s) CMZ |
| I had a really good social worker, Ken Kramer, he helped me through a lot and helped me with my recovery and got me the mental health treatment I needed. | OK. | Nothing. | 18 year old Caucasian, Hispanic male using program(s) CHMS |
| That it's available. | The workers are overworked and they don't have any time to talk and explain things to us. | | 35 year old African American, Hispanic male using program(s) C |
| They are very helpful. | No comment. | None. | 34 year old Other Race, Hispanic male using program(s) S |
| That they really strive to help you. | No comment. | None. | 33 year old Other Race, Hispanic male using program(s) S |
| They are helpful - that's what I like best. | No improvement needed. | No. | 31 year old African American male using program(s) HMS |
| Mental Health services are great! | I have no clue. | | 30 year old Caucasian female using program(s) EHMZ |
| I really don't like having to deal with DSHS; it is embarrassing. | When a person starts working, there needs to be a grace period before they terminate the help so that you can make the transition. | none | 12 year old American Indian female using program(s) CEHM |
| The medical coverage, otherwise I would not be able to afford his counseling. | I don't know. | I appreciate the help. | 8 year old Caucasian male using program(s) HM |
| That they are there for financial help. | Overall, customer service needs to be drastically improved. | | 37 year old Caucasian female using program(s) CZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|---|---|---|---|
| That they have services available to people like me having no income - I needed the food stamps. | I was sent to DSHS by my probation officer to get into ADATSA - I felt that the DSHS staff looked down on me because I was a drug addict. | No more. | 40 year old Caucasian male using program(s) EMS |
| They will sit down and listen to what I have to say; instead of telling me what I have to do first. | I think no changes are needed; they do a fantastic job. | none | 40 year old Caucasian male using program(s) ADMV |
| I like the format for food stamps...the Quest card. | More staff. It was a long, long wait - too many clients. | No, that's it. I will be happy to get off the DSHS program. I am very appreciative of the help DSHS provided to me. | 31 year old Other Race, Hispanic male using program(s) S |
| The quality of the service. | Help white, single women who have no children. | Just offer more educational programs, have computers so you can go on-line to see what's available. | 44 year old Caucasian female using program(s) E |
| It has been convenient and helpful because I didn't have a way to get medical. It was my only option. | I am satisfied. | I don't have any. | 29 year old Caucasian female using program(s) M |
| No response given. | Nothing...just keep the good ways you're doing for all of us. | Nothing to question. | 88 year old Asian American female using program(s) AEM |
| They gave me medical coupons very quickly. The best thing was the ADATSA treatment - I have been clean for two years now! | WorkFirst - They ask too much. They want you to work or go to school but didn't explain the rules to me very well. Also, DCS - they were clear on information but I haven't received a penny of child support in three years. Whenever I contact DCS, many times they are rude to me. | I am really grateful for DSHS services, especially the ADATSA treatment. I am so very grateful for the help provided to me by DSHS! | 23 year old Caucasian female using program(s) EMSZ |
| The paperwork was fairly simple. | DSHS referred me to a treatment center, but the center said they wouldn't take me as a client because they didn't accept referrals from DSHS. Never got the ADATSA treatment at all. | No comments. | 29 year old Caucasian male using program(s) ESZ |
| Their medical is a great program for my family. | There's not enough money in your grants for our monthly expenses. | | 27 year old African American, Hispanic female using program(s) CE |
| The caseworker I have now, Katie Watson in the Kelso office, is real good. | The on-hold wait time for the call center is way too long. | | 22 year old Caucasian female using program(s) CEHMS |
| That they are there for you. | Can't think of anything. | | 53 year old Caucasian male using program(s) C |
| That once you are in the system - that they provide good services. | Make the initial applications not so complicated. For example, sometimes they will request original bank statements going back two or three years. That is costly and doesn't seem very reasonable. | Starting with DVR - the services that they offer are good, but due to funding constraints the waiting list is three to five years long! Regarding medical coupons - they would be wonderful coverage, but when you are sent to a dentist or a specialist - many doctors won't take the medical coupons. DDD - does a wonderful job! | 37 year old Caucasian female using program(s) DHMV |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|--|---|
| They are willing to listen and to explain. | I don't understand why some people can't just take care of themselves. | | 87 year old Caucasian female using program(s) AEM |
| They really do try to help people. | You need to reach out more to people and better help them to get off drugs. | | 47 year old Caucasian male using program(s) CE |
| That they help us get food. | At the [Location Redacted] office the ladies at the front desk are rude and give preference to Hispanics. | | 37 year old Caucasian male using program(s) EHMV |
| They are real thorough - tended to my needs. I didn't realize when I first came to Washington in 1995 how many options were available. | Keep up the good work. | Nothing else. | 46 year old Caucasian male using program(s) CHM |
| I like the services of a helping hand. | The information is lacking. They won't tell you what services are available. I have taken a required document into the office and given it to reception only to find out later it wasn't given to the worker because it was supposed to have been mailed in. I have gone to the office to get a new EBT card. After taking a number and waiting all day the worker says she can give us the card but is unable to activate it. The person to activate it has left for the day, so I had to come back the next day. | | 37 year old Caucasian male using program(s) CEMZ |
| No comment. | No comment. | No comment. | 48 year old Caucasian male using program(s) MSV |
| They really have helped. | You need a better way to set up appointments. Right now it's done by YOU deciding on the appointment and sending me a letter. | When I called the 800 phone number on the back of the medical coupon, I got an answering machine and never did get through to a live person. | 31 year old American Indian female using program(s) CEM |
| I think they do help. | They mailed me three different letters in the same day, all saying different things. They gave me ten different answers to one question. They sent me a letter saying I'm approved and the next they sent me a letter saying I'm cut off. | | 32 year old Caucasian male using program(s) C |
| Nothing - I hate dealing with them. | I tried to get custody of my nephew last September 2004 and I just got him about four weeks ago. The caseworker in [Location Redacted] doesn't return phone calls. Caseworker in [Location Redacted] is only part-time! Don't have enough staff. | I think their programs need to be more known to possible recipients of service - the general population in other words. | 35 year old American Indian female using program(s) CE |
| I think that they think about the children real well. Children are their first priority, which is good. | You need better communication in the office. Our daughter died in 2001. Our workers did not notify other DSHS offices. Support Enforcement keeps sending letters to our deceased daughter, most recently in April 2005. | | 73 year old Caucasian female using program(s) CZ |

| What does DSHS do well? | What could DSHS do better? | Additional Comments | Client Characteristics |
|--|--|---------------------|---|
| Not so much standing in line these days - prompt. | Nothing. | | 44 year old American Indian female using program(s) Z |
| Everything they did for him really helped him to grow. | Can't think of anything. | | 36 year old Caucasian male using program(s) MS |
| I like the promptness of the new computer system. | You need more staff and people that are friendly to work at the counter. | | 37 year old Caucasian female using program(s) EHMZ |
| I really like my financial worker in the Federal Way office. | They need to take the time to really listen to the family's situation. They have a tendency to pre-judge the situation before they hear the whole story. | | 34 year old African American female using program(s) CEMZ |