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2007 Client Survey DSHS Client Comments

DSHS All

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, HRSA

M - Medical Assistance Services, HRSA

S - Substance Abuse Services, HRSA

V - Vocational Rehabilitation Services

X - Child Support Services - Non-Custodial

Z - Child Support Services - Custodial

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
If something comes up they are ready to help.	I don't know.		35 year old Caucasian male using program(s) X.
My case reviews are simple.	They could work with Molina a little more to provide more medications for children.	Molina should pay for more service - DSHS should work closer with that organization.	38 year old African American female using program(s) CEHMSZ.
The medical coverage.	They could have more dental vendors that accept medical coupons. Also, have more alcohol treatment programs that accept medical coupons.	It's good.	34 year old Hispanic/Caucasian female using program(s) CEHMSB.
You get information that you need, services that you need. It takes too long to get someone on the phone. Should not take 10-15 minutes to get someone to talk to you.	Fix the phone; don't keep people on hold so long.	Keep up the good work.	29 year old Caucasian male using program(s) EHMS.
They give good service with alcohol treatment.	Not applicable.	Nope.	21 year old Caucasian male using program(s) EMS.
The fact that the people really do try to help me. They are knowledgeable in the DSHS programs and they give me needed information.	Some additional accounting for hardship and stress that the spend-down causes.	When I was on the regular medical assistance program things were MUCH better for me. The spenddown has been a struggle and has GREATLY increased my stress level. I feel that it has contributed to my mental illness by causing such a high level of stress in my life. I've been in a mania since I was put on the spend-down program, and have had to work very hard with my doctor to keep myself together. Recently, I ended up in the hospital and I genuinely believe that the change in my medical assistance benefits contributed greatly to me having to be hospitalized.	58 year old Caucasian female using program(s) HM.
Medical coupons are a huge help.	It be great to have more Russian speaking people.	None.	33 year old Caucasian female using program(s) EHM.
I don't know.	I don't know.	I just want to thank DSHS for helping me.	51 year old Caucasian male using program(s) EHMV.
Do actions via mail, etc. That way, I don't have to travel to the CSO.	Not applicable.	None.	43 year old Caucasian female using program(s) EHMS.
They were pretty quick at getting me into treatment. I believe that helped me tremendously. Medical assistance was a hassle when I got out of hospital. But, most has worked out great.	No suggestions.	I think it is really neat that you are doing this survey and I hope I win. DSHS works great and does a good job. I think it is good that you make people go to WorkSource.	46 year old Caucasian female using program(s) EMS.
They do get back to you in 24 hours and they are good about answering any questions I have about forms.	Send out information on all resources available to people in need.	None.	8 year old Hispanic/Other Race male using program(s) CEHMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like the set up when I go in. No long lines. I like using the computers.	Not applicable.	Thank God that DSHS is there to help.	51 year old Caucasian female using program(s) EMS.
Attentive staff.	Need more staff.	None.	33 year old Caucasian female using program(s) EHMZ.
That I can get most of everything I need over the phone.	Go into detail more when I ask a question.	DSHS has been wonderful for me!	52 year old Caucasian male using program(s) MS.
The best thing is that they helped me become a better person by getting me off the streets - putting a person to work - stopping the cycle of violence and drug addiction. Also, good about planned parenting.	DVR takes a long time because they have a very long waiting list.	It's all been good. DSHS has come a long way since my mom was on DSHS.	35 year old Caucasian male using program(s) SV.
It is a necessity for me right now. I really don't want to be on it.	I don't know.	None.	51 year old Caucasian male using program(s) EHMZ.
The fact I can get my Medicaid coupon which gets my medications for free.	I cannot think of anything.	None.	48 year old Caucasian female using program(s) HM.
It is a great service.	Make it easier to contact DSHS personnel by phone. Don't put us on hold for ever.	None.	9 year old Caucasian male using program(s) HM.
They are helpful, and have helped me with my problems.	Increase the food allotment for clients.	None.	37 year old Caucasian female using program(s) EHM.
Services they provide.	I don't know.	No.	44 year old Caucasian male using program(s) HM.
They are willing to help those who are willing to help themselves.	Improve communication in these form letters.	None.	21 year old Hispanic/Caucasian female using program(s) EHM.
My caseworkers.	Be more responsive.	None.	56 year old American Indian female using program(s) EHM.
Not applicable.	Maybe keep the office open at later hours or on weekends.	When I went to a doctor, he told another doctor that he was making me worse so that he could continue billing DSHS for service. The other doctor said maybe he should start doing that. (Client cannot remember doctor's name. She overheard them talking.)	23 year old Caucasian female using program(s) EHMZ.
The help.	Nothing I can think of.	None.	63 year old Hispanic/American Indian male using program(s) ADEHM.
That they like to help with my needs.	Nothing.	I really appreciate the help that you have given me.	38 year old Caucasian female using program(s) EMSZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They have improved in delivering services	Encourage people to participate in offering suggestions for improvements, both employees and clients by offering, incentives for them to participate.	None.	37 year old Asian American female using program(s) HV.
They always have been there when I needed helped. They helped me in any way possible.	I am satisfied.	Happily, happily, happily.	47 year old Caucasian male using program(s) EMS.
They send me my med card and I don't have to do repeat visits.	Add dental work to the plan.	No comment.	48 year old Caucasian female using program(s) CEMS.
Help you in time of need, when you need it the most.	Too much paperwork for \$10 in food stamps and too often.	Help with an attorney getting assistance for my son.	80 year old Caucasian female using program(s) AEM.
Their friendliness and the willingness to help. "Is there anything more we can do for you before you leave the office?"	Have more people at the counter in Chehalis office.	None.	7 year old Caucasian female using program(s) EHM.
The receptionist at Newport CSO is a good listener and cares for everyone.	I would like it if they would work harder with individuals and families on hardships.	I would like to see more coordination between DVR and other DSHS departments when working with people with disabilities. I would like to see more effort in training and funding so we can get the jobs they want us to get.	48 year old Caucasian female using program(s) DEHMOV.
DSHS staff at the Capitol Hill office seem to be more personable and more flexible with us.	Do more screening on the single mother who is collecting, but not being productive in society - who is just using the system. Illegals need to be screened closer.	None.	12 year old Caucasian male using program(s) EHM.
The people really try to help the clients.	When they have clients where their situation and needs stay the same, stop the paperwork. No need to redo everything every 6 months to a year as things have not changed.	Do not stop DSHS transportation. Never take that out. The people really need this. Need to go back to local transportation.	55 year old American Indian female using program(s) AEHM.
Nothing.	Not go by a person's gross income in determining grant and food allotment. Need to allow for income deductions and go by the amount of income you actually get.	None.	47 year old Caucasian female using program(s) AEMZ.
Medical services.	More than \$58.00 a month to purchase the things that you need. Investigate the places that they send the people to stay. Provide better food in the facilities.		85 year old Caucasian female using program(s) AM.
I like the help to support my kids.	Have better customer service skills.	None.	31 year old African American female using program(s) CEHMOVZ.
It is easy to get a replacement card if you lose it - they are pretty understanding.	Hire more workers to shorten the waiting time when clients visit the CSO.	No. I think it is a great idea that you are doing this survey.	36 year old Caucasian male using program(s) EMSX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like their honesty and their responsiveness.	I don't know.	None.	75 year old Caucasian female using program(s) AEHM.
I like the fact they will do the interview over the phone.	Get rid of Compass Mental Health and fire ParaTransit.	They really need to work on services available to clients who need mental health services. The food stamps need to cover more than food items, such as personal incidentals and household cleaning supplies. The medical program needs to provide full dental coverage. Need more providers who accept the medical coupon.	32 year old Caucasian female using program(s) EHM.
I have no trouble getting the care that I need for the girls.	No complaints with DSHS.	The groceries would be great.	8 year old Caucasian female using program(s) HMZ.
Provide services needed for the care of my mom.	Cut budget and now mother is unable to attend activities to improve her activities for social improvement. Cognitive activities and physical activities.	There are a lot of people who misuse DSHS. Some people should be not eligible for services.	87 year old Asian American female using program(s) AEHM.
Peace of mind.	Seattle Mental Health does not talk to Community Psychiatric Clinic.	I am glad that DSHS is getting feed back from clients!	57 year old Caucasian male using program(s) EHMS.
Short forms.	The forms need to state what they want and what you need to have to do to complete it. If they need to be signed on the other side it needs to be stated.		61 year old Caucasian female using program(s) AEHM.
I like being able to do interviews over the phone.	I think for people who are pursuing an education, to get off of the DSHS programs they need to have more flexibility to help them obtain their goals.	None.	28 year old Asian American female using program(s) EHM.
They are very helpful and nice people. The staff is very nice and very helpful.	Offer more programs for people who are already in the system.	None.	44 year old Caucasian female using program(s) DEHM.
They respond quickly.	Have a better dental program.	None.	60 year old Caucasian female using program(s) AHM.
Great, easy to talk to.	Nothing. Everything is OK.	Very interesting.	67 year old Caucasian female using program(s) AEM.
I DON'T KNOW.	Cover more services with the medical coupons.	No, everything is great.	56 year old Caucasian female using program(s) HM.
Got approved for assistance without any problems.	Be more timely with notice of payment.	Services have been very easy to deal with.	87 year old Caucasian female using program(s) AM.
When I call I know that I am going to get the information that I need and with the medical coupons I get the help that I need.	I don't know of anything.	Complete information or a booklet that explains the programs offered by DSHS.	74 year old Caucasian female using program(s) AM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
That they let me make choices about where I live.	Increase my allowance.	None.	48 year old Caucasian female using program(s) EHM.
They are personable. They provide you the services that you need.	Information that is given to the caseworker needs to be followed up with clients.	Service has been great.	92 year old Caucasian female using program(s) AM.
TASC worked well for me. They got me a bus pass for every month. I didn't have to pay for my UA.	I know other clients that abuse the system. That bothers me since I now work and they are not working. They collect TANF, etc., and buy pot, etc., with the money. I believe they should be randomly drug tested if they receive public assistance.	They need to monitor and drug test people on public assistance.	23 year old Caucasian female using program(s) S.
Allowing me to do interviews over the phone.	Quit sending out repetitious notices.	None.	62 year old Caucasian female using program(s) EHM.
The folks that they hire are pretty good.	It would be neat if DSHS had an activity program for folks like [Name Redacted] in Adult Family Homes. (Guardian's comment)	Happy that DSHS is doing the survey.	73 year old Hispanic/ male using program(s) AHM.
Nothing.	They could investigate their cases more thoroughly, especially when it comes to COPES.	None.	42 year old American Indian female using program(s) EHMZ.
They help you to deal with your life at the time of need and they help you beginning, in between, and the end (and then some) of your life.	Not applicable.	DSHS does great work!	44 year old Caucasian male using program(s) EHMS.
I like that they fix problems right away.	Hire more people who speak foreign languages.	None.	47 year old Caucasian male using program(s) EHM.
They are there when you need them.	The staff for childcare office at the Puyallup office were much too slow in putting the information into the system to pay the child support. Because of this I lost my job, the best job I ever had.	The staff at the Puyallup CSO are extremely rude. In the ten years I have dealt with them, I have had only one worker who was nice and considerate.	9 year old Caucasian male using program(s) CEHMZ.
The medical help.	I don't know.	None.	59 year old American Indian female using program(s) HM.
I like the way they answer questions.	Less waiting on the telephone line - sometimes I have to wait for 30 minutes to talk to someone.		57 year old Caucasian female using program(s) EHMZ.
They are compassionate. DSHS is a beneficial agency when people are in crisis.	Improve funding, redefine terms such as "substantial income." DSHS calls some income substantial but my total income is under national poverty level. Rules are clear but hard to accept. Staff are very good but staff's hands are tied.	I am glad that they do this survey - you as a survey taker makes me feel that you are listening. I am thankful to have the DSHS system even with all of its limitations.	47 year old Caucasian female using program(s) EHMS.
We are able to get the medical we need and the prescriptions.	Take in consideration the economics of the state we live; don't assume everyone lives in public housing.	The working poor should have the same benefits and opportunities as newly arrived immigrants.	10 year old Caucasian male using program(s) CEHMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
When I have a question or a problem I get an answer. They get back to me and let me know the answer right away.	Nothing.	None.	47 year old Caucasian female using program(s) AM.
Staff is very personable and knowledgeable.	Less paperwork and more staff.	Survey was well put together and was within a good time limit. Person conducting the interview was very helpful.	54 year old Caucasian male using program(s) EMS.
It easy to apply for and get the services with the exception of mental health.	Increase funding to the mental health services so that there can be more providers.	In hopes that it can improve overall services, I appreciate being involved in the survey. It not about the drawing.	47 year old Caucasian male using program(s) AEHM.
That help is available.	Like to see less turnover in staff at the CSO.	None.	27 year old Caucasian female using program(s) DHM.
He likes the casemanager.	Nothing.	Nothing.	47 year old Caucasian male using program(s) DEHM.
That you don't have to deal with them often.	Hate to go to the office. Move the line quicker so that you don't have to wait 45 minutes to 1hr to see who you want to see. If you don't see that person within one hour you won't get to see them until 4-5 in the afternoon.	Hope I don't have to go to the office. It takes too long to explain what I want and for them to understand it,	74 year old Caucasian female using program(s) AEM.
I don't know.	Not sure. Understanding the review forms better.	Not at this time.	53 year old Caucasian male using program(s) AEM.
I like the personal care services.	Nothing.	None.	65 year old American Indian male using program(s) AEHM.
Nothing.	I think in person process at the CSO could be quicker.	Nothing.	7 year old Caucasian male using program(s) CEHMZ.
I like getting a live person to talk to.	Follow up on complaints.	None.	11 year old Other Race female using program(s) EHMZ.
I think the best part is that I was able to combine my late husband's SS, and kind of pick and choose what was necessary for my growing children. It worked beautifully for me.	Expand the DASA facilities because the need has become so great in this area - Everett.	I am extremely grateful that DSHS was there for me and my family. It has allowed us to have some sort of present and future.	52 year old Caucasian female using program(s) EHMS.
Not applicable.	When I have gone to a DSHS appointment it seems like I sit there for a long time. There are kids running all over and it is very chaotic.	None.	57 year old American Indian female using program(s) EMS.
DSHS are very fair people and very understanding. I deal with the Belltown Office. Tracy Sherhart was particularly good.	It needs to have more employees so that the employee/client ratio is better.	They have really helped me a lot to stay above water. It is nice to know that there are people out there that care and they do their jobs very well. I feel lucky.	26 year old Caucasian female using program(s) EHMS.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Good program.	Communications with workers. Explanation of benefits. Workers are also in a hurry when you do finally get to talk to them.	Nothing.	92 year old Caucasian female using program(s) AM.
Nothing	They can give me more income. They cut your food stamps every time you get a raise.		41 year old African American female using program(s) AEHM.
Nothing stands out.	They could have you come (to DSHS offices) on odd days or even days, so there wouldn't be so many people; most things aren't emergencies.	With Child Support, a lot of the time I wasn't working and I still had to meet my (monthly payment) obligation, which was \$800 per month. I always thought if I was with the family and wasn't working the family would feel it, and wondered why just because I wasn't with the family they always had to be protected. Fortunately, my (former) wife and I have always been able to talk about things, and when I absolutely needed it she gave the money back. But some people aren't so lucky, and after a while there's no digging out. I felt they (Child Support) should give me a situation I can be in that I can recover from. Another thing, we were living in Colorado when the child support was started, and there were times I could have asked for a hearing to change the payment amount, at least for a while, but I couldn't afford to travel to Colorado and the hearing had to be there. So that doesn't seem right - the people with the least money can't get a hearing.	48 year old African American male using program(s) EMSVX.
They help me with my medical.	Worker could spend more time with the client when they come in.	None.	40 year old Caucasian female using program(s) EHMV.
The help when I needed it.	Need more staff.	None.	12 year old Caucasian female using program(s) EHMZ.
There are so many medical options available for treatment.	Expand the number of clinics that accept the medical coupons.	Some clinics I feel treat Medicaid clients differently. Unprofessional, or more harshly with less respect.	19 year old Caucasian female using program(s) MS.
Just that it was really convenient to use.	Be more friendly in the DSHS office. Show respect and treat everyone like they are a millionaire.	Nothing really.	32 year old Caucasian male using program(s) MS.
I like the courtesy and the kindness that they show. Also, they show sympathy.	Do a better job of shadowing probationary employees. Sometimes, when new staff come on board, they start cancelling services when they shouldn't be cancelled.	We need help with prescriptions.	40 year old Hispanic/Other Race male using program(s) CEMS.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Very easy to get assistance. I don't have to do much.	It would be good to be informed about what they do.	None.	83 year old Caucasian female using program(s) AEM.
It's pretty organized, helpful and helped me out.	Get people into programs quicker - into actual treatment quicker.	Nothing.	32 year old Caucasian male using program(s) EMS.
I love aging and long term care.	More food stamps. More money from SSI.	With the amount of food stamps that I receive, it is impossible to get the proper amount of food for a whole month and stay on my diabetic diet.	41 year old Caucasian male using program(s) AEHM.
They are very helpful to me.	I like that they make sure the kids are in a safe environment.	None.	6 year old Caucasian female using program(s) CEHMZ.
They are helpful and they do try their best in most instances.	Not applicable.	No.	10 year old Caucasian female using program(s) EHMZ.
Provides medical care and services.	Better communication.		55 year old Caucasian female using program(s) AEHM.
The convenience of the location of the CSO.	Not have to double up on paperwork when you are receiving services from more than one program with the CSO.	None.	42 year old Caucasian female using program(s) EHM.
When you need services - medical assistance, food stamps - you can go and talk to DSHS.	Trust a little more.	When someone cannot make an appointment, trust them as to the reason why.	22 year old Caucasian female using program(s) EHM.
Need the assistance badly because of my eye sight.	More money than \$58.00/mo.	So grateful to be able to get medical assistance.	76 year old Caucasian female using program(s) AM.
For the most part, they are kind and caring.	They need to cut down on the redundant paperwork in the reviews, and lengthen the time between reviews for medical assistance.	None.	60 year old Caucasian female using program(s) EHMZ.
Being able to talk to a live person.	Monitor their clients closer, and be more selective in DVR area for employment selections for their clients.	Need better mental health services.	21 year old Caucasian female using program(s) DEHMOV.
You enjoy some of the workers that work for DSHS.	All programs should work together.		39 year old Caucasian female using program(s) AEHMZ.
That you don't have to deal with them too often.	Respond quicker. They move at a snails pace.		48 year old Caucasian female using program(s) AEM.
They are real helpful in helping me find other community resources.	They need more help at the front desk at the CSO.	None.	11 year old Caucasian male using program(s) CEHMZ.
They provide assistance when you are eligible for it.	Nothing that I can think of.	Nothing.	41 year old American Indian female using program(s) AEHM.
Persistence. They care - they are there for you.	Not applicable.	Not applicable.	27 year old African American male using program(s) EHMS.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The affordability of medical services to me.	Need more dental providers that accept the coupon.	None.	34 year old Caucasian male using program(s) EHMVX.
The fact that they are very prompt about helping. They have very good resources. They are willing to help you in any way they can.	To make sure that people who need help get it.	I have appreciated all of the services they've given me. I'm a single parent and they have been very helpful. They have made sure that I got the food stamps as well as money at the time to make sure that my son was taken care of. I believe the number one priority is that children and parents are taken care of and get the services needed. They also take the time to explain something if you didn't understand. They are more than willing to get you the assistance needed, and people are well taken care of.	31 year old Caucasian female using program(s) AEHM.
I think the workers in general are all really good.	Add more hours for aging and long term care. They could coordinate the different programs together better.	Mental health is taking on new clients and not able to deal with them in a good way. They needed to come and evaluate someone and never did that in time to avoid them going into the hospital, and jail. They need to respond differently.	59 year old Caucasian female using program(s) AEHM.
I like the mental health program the best.	I cannot think of any one thing. They do pretty good job.	They have done a really good job.	23 year old Caucasian female using program(s) DHMV.
I like that they help. Without them I wouldn't be able to afford health care. I am very pleased with the medical care.	They could provide more dental services and they could pay a higher rate so more doctors would participate.	We covered everything.	47 year old Caucasian male using program(s) EHMS.
They help me provide services for my children that we would otherwise not be able to provide.	Too much red tape, no one is working together as a team in helping with services, other than TANF.	DSHS is overall a wonderful agency, but some of the rules are archaic and need to be reviewed.	7 year old American Indian female using program(s) DHM.
Lack of need to talk to someone. The system works good.	More surveys like this so that they can get more input from the clients that use the services.		64 year old Caucasian female using program(s) AEM.
They get to me right away with medical coupons and food stamps...right away!	I don't know.	No.	18 year old Caucasian female using program(s) EMSZ.
They have been very accessible.		I'm very happy with the service we are getting. It has been a very good experience working with DSHS.	96 year old Caucasian female using program(s) AM.
The people and the services.	I don't know		100 year old Caucasian female using program(s) AM.
I like my social worker - Dave Rowland.	If you are on welfare yourself or disabled, DCS still charges me child support even though I am unable to work.	None.	37 year old Caucasian male using program(s) EHMSVX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I don't know.	They could give me more time to set up childcare when I have to go to the CSO for an appointment.	None.	33 year old Caucasian female using program(s) CEMSB.
I like that they help me as thoroughly as possible.	Nothing.	I am glad this survey is being done, so that if any improvements need to be done action can be taken.	37 year old Hispanic/Caucasian male using program(s) EHM.
When left phone calls also returned call promptly. Love the social worker that my parents have.	I don't know because I have been very happy with them.	I enjoyed talking to you.	86 year old Caucasian female using program(s) AM.
Ask for help and you can get help.	Treat people with respect, call people back in timely matter.		34 year old Caucasian female using program(s) CEMSB.
No hassles.	Help you get a new wheelchair.	I hope I win the \$250.00 in groceries.	57 year old Caucasian male using program(s) AM.
Two wonderful caseworkers that take care of his needs.	Nothing.		82 year old Caucasian male using program(s) AM.
We love the WorkFirst program.	The cash assistance grant standard needs to be increased to a livable level.	None.	45 year old Caucasian male using program(s) EHMS.
It helped me control my DUI situation.	Their office is very disorganized. Capitol Hill office in Seattle on 12th Avenue. They lost the payment records after I paid.	None.	28 year old Caucasian male using program(s) S.
I like that the programs were workable for me.	I see no need to change anything.	None.	53 year old Caucasian male using program(s) HM.
If it wasn't for the help of DSHS, [Name Redacted] would be in poor shape. He is thankful for the medical assistance.	There are a lot of prescriptions that DSHS does not pay for. There needs to be an office in Davenport to help assist the elderly people. They can't easily go to Spokane to get assistance.		61 year old Caucasian male using program(s) AM.
They try to be helpful, open and courteous.	I can't think of anything.	You were very courteous and helpful. Thank you.	75 year old Caucasian female using program(s) AM.
The mental health counseling and drug and alcohol counseling I get is excellent.	The people at the welfare office in Colville are horribly abusive. They are mouthy and belligerent. They should have some counseling to learn how to deal with people in a more positive way. They pick and choose who to be nice to - their rudeness to some people is horrible. They should have some counseling to learn how to deal with people in a more positive way.	Not applicable.	40 year old Other Race female using program(s) CEHMSZ.
People are courteous.	Give the patients who are in assisted living facilities a larger sum of money to live on each month.		80 year old Caucasian female using program(s) AM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The fact that if you are not satisfied with information, you can talk to a supervisor. Benefits are available for my mother.	Better help with other items that are available for our seniors. Don't be so single minded.		91 year old Caucasian female using program(s) AM.
Able to see a doctor and go to groups and get the care that I need.		The service that DSHS provides is great, and make it so that I can get the help that I need.	46 year old Caucasian male using program(s) HM.
I don't like to deal with DSHS.	Help men. Most of the services are aimed at people with children and/or families.	No.	53 year old African American male using program(s) HS.
The front counter people - Ernest and his partner - Puyallup Office.	Just help with mental issues. The MH counselors won't take the medical coupons.	I think I should win.	27 year old Caucasian female using program(s) EHMS.
I really appreciated the courtesy I got from my counselor in the treatment program. She was great.	They should have more than one person available to do the vouchers (for gas, rent, etc.). Sometimes you need things right away, and help comes too slow.	My brother has diabetes, and is schizophrenic, and...well, he has a lot of problems, and I don't understand why he has a spenddown. He'd be homeless if I didn't take him in. But I guess that's about my brother, and not me...so that's all I'll say.	35 year old Caucasian male using program(s) S.
Work with you real well.	I don't care to receive bills that are not bills. They are misleading. They have what the charges are, what DSHS paid and then what you paid and that is misleading.		79 year old Caucasian female using program(s) AEM.
Nothing.	They could provide more information in writing about services available and get rid of the phone computer answering system.	Nothing.	52 year old African American male using program(s) EMS.
I don't know.	Be a little nicer.		70 year old Caucasian female using program(s) AEM.
It is a difficult question to answer. I don't have an answer.	Get rid of the present administration.	None.	79 year old Caucasian male using program(s) AEHM.
Nothing.	I cannot think of anything.	None.	10 year old African American female using program(s) EHMZ.
It was easy to get ADATSA services.	Works well the way it is structured.	None.	35 year old Caucasian male using program(s) S.
I don't know.	Increase funding for the programs; especially, for TANF special needs like fixing a car, gas voucher, clothing vouchers, etc.	None.	28 year old Caucasian female using program(s) EHMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
When I was having a hard time - I really couldn't do it on my own. DSHS helped me as a stepping stone to get back on my feet and become a better person.	I found it hard for certain staff to talk to me. The ADATSA staff lady told me I wouldn't have an appointment for 1.5 months. I told her I needed help now! This happened at the White Center office.	I do appreciate all the services that I have gotten and the good experiences that came out of them. I wasn't told how Support Enforcement worked and I have tried to contact them within the past six months. I left messages and my case number on their message machine. The children's father is working under the table and I wanted them to follow up on it. They didn't follow up on my information. I left messages once per week and never got a call back - never heard from anyone. I am very disappointed. The children's dad makes a lot of money and Support Enforcement doesn't follow up.	23 year old Hispanic/Caucasian female using program(s) CEMSB.
They work with me very well in that I am 3 hours away from my father and they have gone above and beyond to be there after 5 if I could not get to the office in time. Caseworker met me at the facility to help me handle many tasks at one time and get everything needed so my father could have assistance.	Make sure that the paperwork for the client goes to the EREP instead of the patient. Cancelled him once because he completed the paperwork incorrectly or threw it away when I should have been contacted.	Glad the program is available for us.	81 year old Caucasian male using program(s) AM.
I like that it has provided medical services that we couldn't afford to pay ourselves.	Simplify the regulations.	None.	94 year old Caucasian female using program(s) AM.
Even working full-time, I couldn't make it without DSHS. They've fed us (respondent and her children), they've given us medical care - I'm grateful for that.	Nothing - I really appreciate all they've done for me.	Just want to say again - they've helped me make it. I don't know what I would have done without them.	31 year old Caucasian female using program(s) EHMSZ.
The fact they are willing to help, and they do what they say they're going to do.	Not enough help available for dependent people (people like me, who don't have kids).	Not applicable.	21 year old Caucasian female using program(s) ES.
The speedy process.	Nothing I can think of at this time.	None.	29 year old Caucasian female using program(s) EHMSV.
The agency itself - not much. It is so structured that they lose the person-to-person contact.	Make it more humane: explain why they make certain decisions and explain the options to you that you have rather than stating on a form that you have the right to appeal.	I am alive today because of the services DSHS provided. The options I had prior to DSHS were looking at dying. I am very satisfied in general with what DSHS has done.	49 year old Other Race male using program(s) HS.
Able to provide assistance for my husband.	Less of red tape. Personal appearance. Need to have people that care about the services offered. People that know what services are available.	Unhappy that I have received a form letter a dozen times and they are also sending the same letter to my husband. No consideration for the spouse and her needs, and medical needs, when income is being budgeted for someone in an adult family home.	81 year old Hispanic/Asian American male using program(s) AM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Drug and Alcohol treatment is available here, unlike lot of places in the country. Staff are committed to their clients, and are limited on the help they can provide because of limited resources available.	It would be great if clients had more input into the process of their recovery.		40 year old Caucasian male using program(s) S.
They help the clients to find a place to go when they have no where to go.	They need to evaluate the clients better when they assist them for placement and services.		62 year old Caucasian male using program(s) AM.
Nothing.	Some workers need to stop acting like it is their money.	None.	42 year old American Indian male using program(s) CZ.
Available for the seniors who are unable to get medical assistance and chore services.	So much paperwork involved to get assistance. Elderly cannot understand all of it. They don't want to make changes. They actually have to reapply each time, and they should not have to in order to continue assistance.		89 year old Caucasian female using program(s) AM.
I like working best with a caseworker who is passionate about what they are doing; I have had some wonderful caseworkers and others who seemed burned out.	Better orientation to explain services that are available through DSHS, like a booklet that explains the services from each DIVISION.	None.	5 year old African American female using program(s) CDEHMZ.
Sometimes I get services that are sometimes helpful.	Have more holistic doctors covered under the medical coupon.	I think it is very hard to find doctors that are covered by the medical coupons. I think the food stamp program needs to cover special needs diets, and for special needs diets the amount of food stamps should be increased.	27 year old Caucasian female using program(s) EHM.
Good services, good response, workers are good to work with.	Nothing.		64 year old Caucasian male using program(s) AM.
I like that they have patience with me and are willing to listen.	Provide more help for kids and young adults.	None.	62 year old American Indian female using program(s) EHMZ.
The help that they give - the fact that they have helped out in my life so much.	Put more people at the front counter - the lines are too long and you have to wait too long sometimes.	I am good.	34 year old Caucasian female using program(s) CEMSZ.
Provide me with services that I need.	Have the caseworker contact the clients every three to six months to see if they need additional services. Also have someone return the calls to the caseworker in a timely matter. Bus services does not run on weekends so I can go and pick up my medicines.		62 year old Caucasian female using program(s) AHM.
They provide the services needed.	Get more doctors and care places that will accept the medical coupons.		63 year old Caucasian female using program(s) AHM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They are nice, when you finally get ahold of someone, and they do explain things.	Answer the phones with a live person, not a machine. Also put the local phone numbers in the phone book not just the 800 numbers.	None.	38 year old Caucasian male using program(s) DM.
The help.	When you are assigned a case manager, it would be nice if the Department would provide a business card to the client giving the worker's phone number and extension.	None.	45 year old Caucasian female using program(s) HM.
That they pretty much leave us alone.	The case managers could make contact once a year by phone or in person; not, just by letter when managers change.	None.	47 year old Caucasian female using program(s) D.
Without DSHS services he would not be able to have medical needs met.	Cover more medicine that Medicare D does not cover.		72 year old Caucasian male using program(s) AHM.
It provides services that are needed for the elderly.	Everything is fine.		98 year old Caucasian male using program(s) AM.
Availability of services when I need them.	Food assistance needs to be increased. Can't live on the amount that they issue me. Money is not much a month.		80 year old Caucasian female using program(s) AEHM.
They have been very honest and not as bureaucratic as I thought it would be.	I don't know.	None.	94 year old Caucasian female using program(s) AM.
They help me a lot.	Nothing I see.	None.	27 year old Caucasian female using program(s) CEHMSB.
Provide services, and are there when my family needs help.	Not all families are the same and should not all be treated the same. Everyone has different needs.		29 year old Caucasian female using program(s) EHMZ.
Easy to deal with and have provided all services necessary for my mom.	Nothing.		82 year old Caucasian female using program(s) AM.
I usually get a complete answer in a relatively short period of time.	I think it would be good to shorten the waiting period from time you first apply to when you are seen.	None.	12 year old Caucasian male using program(s) CEHMZ.
None.	The workers shouldn't hold back information about programs that could help us.		8 year old Other Race male using program(s) EHMZ.
They help.	Just listen a little more and have more trust.	none	8 year old Caucasian male using program(s) CEHMZ.
They came and saw me in the hospital. They paid all my bills. They're just great!	I just went on SSI. I want my medical coupons and my food stamps back. I have to talk to them about that.	I just wish I could get my medical coupons back. Other than that, they (DSHS) have been awesome!	45 year old Caucasian female using program(s) EHMS.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	Less paperwork.	I went in (just got out of 60 day rehab) to DSHS. I marked the box asking for help with past medical bills - for October 2006. I need coverage. Can I get it?	41 year old Caucasian female using program(s) EMSB.
I like the help.	They need to make adjustments to the programs to allow the client to better their lives.	None.	29 year old Caucasian female using program(s) EHMZ.
Lately the workers in the office have been pleasant.	Nothing I see.	None.	32 year old Caucasian female using program(s) EHM.
They are knowledgeable and have answered my questions.	They could be a little more open and candid.	None.	51 year old American Indian male using program(s) AEHM.
Prompt service.	Nothing that I know of.	Without this assistance from DSHS, my son wouldn't be functioning like this.	31 year old Asian American male using program(s) EHMS.
The commitment by the staff to the client.	I talk to DSHS staff over the phone and I have to wait over 24 hours at times for a phone response.	I like what they did. I didn't have to go in to start services. All was done in the hospital and services started.	34 year old African American male using program(s) AEMX.
Their courtesy.	I don't see anything that needs to change.	None.	38 year old Caucasian female using program(s) DM.
They saw I had a need, and quickly met that need. They were really polite, and didn't make me feel bad.	DVR - I've been on their waiting list since 2004. They need to have a program to help people be more self-sufficient, to be employed and independent. That's where money and energy should be concentrated. It's not their (the DVR staff's) fault; they just don't have the funding to do what they need to do.	They (DSHS) went out of their way to help me. I went from independent to dependent - they gave me a caregiver, subsidized housing, food stamps, surgery, chemo - I can't say how much I appreciate it. Thank you very much!	56 year old Caucasian female using program(s) AEMV.
My case manager.	They could have a better phone system.	None.	48 year old Caucasian female using program(s) DV.
Not sure.	Be more available.	None.	37 year old African American female using program(s) EHMSV.
The help is OK.	Nothing.	None.	38 year old Caucasian male using program(s) DEHM.
I like they are there to help.	I would like to see more explanation of what each division of DSHS covers, and how to go about getting these services.	I would like to see a central source on community and state resources that are available for people with disabilities.	18 year old Caucasian female using program(s) DM.
The wait period in the CSO is relatively short when you go in for an appointment.	I would like to see a financial worker covering the reception desk in the CSO.	None.	11 year old Caucasian female using program(s) DEM.
Their concern for [Name Redacted] welfare.	Need more staff, funding, and programs at DD.	None.	48 year old Caucasian male using program(s) D.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
That they do exist, and they will try to help you to achieve your goals.	Increase funding and the asset limits for the programs.	Increase communication between the different DSHS divisions about the purpose and functions of each division. so that there is a clear understanding amongst the workers as who covers what and how to work together to get the services that the client needs.	45 year old Caucasian male using program(s) DV.
They are friendly people who give quick attention when needed.	Increase the income standards to qualify for medical assistance.	None.	2 year old Caucasian female using program(s) DM.
There are some good caring people that work in the office.	More training for the clients that are on the WorkFirst program. Can't make a living working at McDonald's. Forces you to take a job even though it may not provide you with enough money to live on.		48 year old Caucasian male using program(s) EV.
Provide services when needed.	When an emergency occurs, have some plan in place to take care of or assist with problems due to absence of caregiver.	You have been a great help and thank you.	60 year old Caucasian female using program(s) AM.
Nothing	They could care a whole lot more.	None.	22 year old Hispanic/Caucasian female using program(s) DEMZ.
They help people that can't work, or people that are going through really hard times.	Booklet of what medical covers. Also what food stamps cover. Farmers' Market to use food stamps. Raise the amount of food stamps for people on SSI. We get an increase in our benefits but our food stamps go down. Rent goes up and heating costs go up but the food stamps don't.	The fact that you are on SSI and food stamps does mean I am on welfare with kids, and we should be treated just the same as everyone else.	32 year old Caucasian female using program(s) EMV.
Services provided.	Listen better and try to be more personal when needed.		64 year old Caucasian female using program(s) AEM.
Basically the medical help.	Nothing that I can think of right now.	None.	22 year old Caucasian male using program(s) DM.
The fact that they help me.	I don't think there is a need to change anything; they do a pretty good job.	None.	51 year old Caucasian male using program(s) EHMV.
None.	Speed up the DVR program - shorten the waiting list!	My brother is temporarily living with me. He was on GAU - supposed to be switched to TANF since his wife ran off and he has his little girl in his custody. DSHS cut off his food stamps saying they didn't receive all the paperwork. One DSHS staff person said that the paperwork had been received on January 17 but in early February a different staffer said they hadn't received all the paperwork. I called 425-438-4971. The baby was ill and needed the medical coupons!	41 year old Caucasian female using program(s) EMV.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The help I get. The resources I get.	Listen to the consumer and have better mental health services available for people. Explain the difference between why one client gets a certain set of services and I get something different. Why am I treated differently? The Mental Health services in Washington State suck really bad from my consumer viewpoint.	I like to see better improvement for all mental health consumers.	49 year old Asian American female using program(s) EHMVZ.
I don't have any comment.	I have no comment since I haven't had a bad experience.	No.	19 year old Caucasian male using program(s) DMZ.
They keep us informed about the goals [Name Redacted] meets.	I don't know.	None.	5 year old Caucasian male using program(s) D.
They care and they want to make sure that everything possible to be done is done.	Can't think of anything.	No.	102 year old Caucasian female using program(s) AM.
The services they provide.	I think one of the things DSHS needs to do is to respect the client at all times.	None.	7 year old Caucasian male using program(s) DMZ.
If I really need help, I can get it.	Get rid of the waiting list at DASA and get more program information out to the general public so one knows what is available before one comes to DSHS.	I think the survey is a good idea because DSHS can improve services with the answers given.	44 year old Caucasian male using program(s) EMS.
I like the idea that it's there to help. It helps lots of other people. It's good that we have some place to go.	I think that there are a lot of baby-boomers in my position that need help and resources for medical assistance when we have drug or alcohol problems.	I was talking with a friend who has a friend that works at DSHS. She was told that DSHS sometimes has parties for staff members who have the most client denials.	56 year old Other Race female using program(s) S.
I have a roof over my head because of DSHS. Without DSHS I would be living on the street.	Don't cut people off benefits. I have a Fair Hearing scheduled because DSHS wants to cut off my \$339 per month benefits.	I am thankful for DSHS help and services. Without DSHS, I would likely be dead.	48 year old Caucasian male using program(s) EMVX.
I like one-on-one interviews. Workers are great. I like the personal contact.	When you go to the local office you need to have a real person to talk to and not the computers. They cannot talk to you. Called the 1-800 number many times with no real results. Still had to come to the office. Everyone is hiding in the back. Impossible to talk to someone when you first walk in.	The department of DSHS should be closed as it is a waste of taxpayers' money. The people that really need the help are not helped. Unless more effort is put into helping people, it should be closed down. It was like pulling teeth to get help for medical and DVR. For 4 years I have been working with DVR and got nowhere. The system and policies need to be changed and a little more personable. I was real happy to give my feedback regarding services and I think that the survey is a great idea. The person I talked to was great.	40 year old Caucasian male using program(s) EMV.
Relative reliability on basic stuff.	Answer questions or have a good resources to refer to.	It would be nice to have staff to talk to instead of the voice mail or people who don't know how to answer the questions.	91 year old Caucasian female using program(s) AHM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like that they finally paid the hospital bill on [Name Redacted].	I don't know, nor do I care.	I think that when you have a severely disabled child, DSHS should qualify the child for medical regardless of the parents' incomes. They could do this by helping pay medical insurance premiums.	5 year old Other Race male using program(s) DM.
They offer a ton of support, manpower, and resources.	I think they could make psychiatric care more easily available.	None.	10 year old African American male using program(s) CDHMZ.
They have been incredibly helpful.	They could disseminate information better about available resources in West Sound for disabled children.	None.	2 year old Caucasian male using program(s) D.
They have kept us well informed of what [Name Redacted] is eligible for in services.	Not cut pay to the caregivers.	Keep up the good work they are now doing.	8 year old Caucasian male using program(s) DMZ.
They seem to be very concerned with [Name Redacted] needs	More pay for group home workers.	None.	46 year old Caucasian female using program(s) DEHM.
They were very supportive, flexible and listened when we had concerns.	I don't know.	None.	1 year old Caucasian male using program(s) D.
In my case, I put off taking action because I felt I would be ashamed. DSHS staff helped me get past that and proceed.	Focus a little more in encouraging people to rehabilitate themselves. I went to a therapist who was discouraged that people they saw didn't want to get better.	None.	51 year old Caucasian female using program(s) EMV.
Nothing I can think of right now.	They could come up with a way to educate people on what services are available.	None.	36 year old Caucasian female using program(s) DM.
They are really hard workers. As soon as I call, if I have a problem getting my food stamps or rent money - they would work hard to find out what was wrong & answer my questions.	My nurse practitioner at alcohol and drug treatment put me on four antibiotics within three days. They tried to kill to me! I had a deadly allergic reaction and my liver experienced problems.	Nope.	23 year old American Indian female using program(s) EMS.
They are available to help us when we need it.	Hire more staff so that DSHS can be more available to more people.	I have been on a DVR waiting list for two years and I hope I am still on the list. I am still awaiting any services that the counselor can provide. DVR staff will not take phone calls from me until they can provide services to me. DVR staff have been instructed not to talk with clients unless they can serve the client currently. I think they need more DVR staff.	54 year old Caucasian male using program(s) EV.
I like the CPS program best.	I would like for the Department to send out the review forms the first of the month instead of the 25th of the month.	None.	4 year old Caucasian male using program(s) CDEM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They are helping me. I couldn't afford to keep my husband at the facility without DSHS help. It costs between \$4,000 and \$5,000 per month.	No comment.	No.	86 year old Caucasian male using program(s) AM.
I have found the case managers are very responsive to our needs.	Secure more funding for the programs, and reduce caseloads for case managers.	None.	16 year old Caucasian female using program(s) DM.
Nothing.	DSHS needs to accept my documentation bank statements and I am losing benefits because of this.	No.	36 year old Caucasian male using program(s) AEHM.
I like working with the program manager, who is very helpful.	Need more medical providers who accept the medical coupons.	None.	24 year old Caucasian male using program(s) DEMV.
They are actually able to help where they can.	Not have as big a caseload for each case manager.	No.	71 year old Caucasian female using program(s) AM.
I like nothing.	Train the staff to be more considerate and compassionate.	None.	8 year old African American male using program(s) DEMZ.
Like the caseworker. He is very helpful. Provided assistance whenever I needed it.	Nothing		79 year old Caucasian female using program(s) AM.
Everyone's heart is in the right place.	There could be a better system of relating between DSHS offices such as DDD and the CSO.	No, I just think that everyone is trying to do the best they can within the state's financial constraints.	54 year old Caucasian male using program(s) DEM.
Most of the workers in the local offices try, even though they are handicapped by the system.	Need more funding for the programs and more workers to do the work.	Need more providers that accept the medical coupons. Also quit cutting back on the hours for caregiving There is an urgent need for a centralized list of available resources.	20 year old Caucasian female using program(s) DHM.
They give me a lot of support. Financial, medical, that kind of support.	Lighten up on the pressure that they impose on people that get caught up in the system. My case was that I had back surgery and was barely out of surgery in physical therapy. DSHS was pushing me to get into work search and threatened to reduce or cut my grant. This put me under a lot of mental stress and pressure. Some of my health issues got neglected because of the push for me to get back to work.	I just hope that my comments are supported and confirmed by other participants of this survey regarding the pressure element.	47 year old African American male using program(s) EMSVB.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The service that DSHS provides is very helpful to people with limited resources, and to folks that are disabled or have mental issues.	If possible, change the poverty level determination for single people.	I do believe that services provided by DSHS are very excellent services and help people of every race from top to bottom and those with disabilities. This helps reduce the burden on society as well. More than two years ago I felt that I was rejected and bruised by negligence of DSHS staff at the CSO. Sometimes my award was cut off or reduced for seemingly no reason. It was difficult to get a proper answer and then I had to reapply. But now things are better, as far as I can see.	54 year old Asian American male using program(s) EMV.
I like that they come to us for the reviews.	No, I don't think they need to change anything.	None.	50 year old Caucasian male using program(s) DM.
Dealing with the CSO has been rewarding as they are helpful.	More staff manning the medical 800 number; so that, there isn't such a long waiting period on hold.	None.	39 year old Caucasian male using program(s) DEM.
Workers that understand my needs and concerns about the assistance that I get.	Increase the amount of personal money allowed each month for personal needs. Soaps and shampoo and clothes cannot be all provided with the monthly allowance.	None.	78 year old Caucasian male using program(s) AM.
Think that the web site provides great information regularly. People on the phone usually provide results quickly.	When sending out letters asking for a response date, be aware that letters will not be received by case managers often for as much as two weeks so therefore information cannot get back in time requested.		33 year old Caucasian male using program(s) HMS.
I like that they come up with a solution.	I think they are doing a good job already.	None.	55 year old African American female using program(s) EHMSZ.
The medical benefits and the food stamps.	Simplify the application paperwork.	No.	43 year old Caucasian male using program(s) EHMSV.
No.	Nothing.	No.	70 year old Caucasian female using program(s) AEM.
I liked that they helped me financially with some classes I had to take to reach my goal.	I don't know.	I liked Pat Sparks in the Puyallup office. She was always so enthusiastic when I came in. When I left that office, I felt like anything was possible.	61 year old Other Race female using program(s) V.
I really cannot think of anything.	Nothing I can think of at this time.	None.	52 year old Caucasian male using program(s) DM.
The help.	I think they can help more with housing.	None.	45 year old Hispanic/Asian American male using program(s) DEHM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
No.	They could give me more foods stamps each month.	No.	37 year old Caucasian female using program(s) EHMV.
I really like the personal care help we are receiving for [Name Redacted].	Need more staff and funding for the programs.	There is a need for continuity of case managers.	10 year old Caucasian female using program(s) DMZ.
I especially like his case manager with DD.	Nothing.	The DD case manager has been there whenever we need her.	28 year old Caucasian male using program(s) DM.
That they have the services that they can provide. Without those services we would not have been able to take care of our parent.	In particular, the DSHS financial communication was not clear - there wasn't sometimes the communication. For example, my name was on client's coupon. The DSHS office never changed the name and address on the coupons so they would go to the correct place. The financial worker didn't return phone calls in a timely manner & we got forms in the mail that had to be returned to DSHS in two days! DSHS staff did not explain well what our share of medical bills was. Communication was confusing.	I don't want the comments that I have made to the negative to be taken as criticism. Without DSHS help, my father-in-law wouldn't have been able to live outside a nursing home as long as he did.	71 year old Caucasian male using program(s) AM.
The individual caseworkers and managers.	In the beginning, I was assigned one person as a case manager. I don't think DSHS sometimes realizes how much a problem that a client goes through, and at times the caseworker gets a little snooty.	I appreciate the help that I have had to ask for.	58 year old Caucasian male using program(s) EMV.
I think they are open to my suggestions.	I don't know.	None.	17 year old Caucasian male using program(s) DM.
They are nice people and help her.	Everything is OK.	None.	33 year old Asian American female using program(s) DM.
They are very pleasant and cooperative.	Have more workers so people don't have to wait for an hour in the lobby to see a caseworker.	It was frustrating dealing with DVR. The people were nice to me, but they didn't have anything for me. It's hard to find work - I was a nurse all my life, and now I'm in a wheelchair.	73 year old Caucasian female using program(s) MV.
No hassle.	Have a place DD children could go to for dances and other activities.	None.	35 year old Caucasian female using program(s) DEM.
None.	The service when calling the 800 number on back of medical coupons could be much better!!!	No.	24 year old Caucasian female using program(s) CEMSB.
Helpful.	Nothing.	Nope.	32 year old Caucasian male using program(s) ES.
The case managers have been really wonderful.	I think DD could be more proactive and visible to the community.	None.	7 year old Caucasian female using program(s) D.
The computer sign in.	None.	None.	48 year old Caucasian female using program(s) EHMV.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like having a DD case manager who has been so helpful in guiding us.	I like to see consistency in keeping the same DD casemanager. They change just about the time they get to know us.	None.	20 year old Caucasian female using program(s) DM.
The help.	I would like to see DSHS actively listen to me and my issues.	None.	1 year old Caucasian female using program(s) CDEMZ.
Being able to do paperwork in the mail. Being able to get additional schooling to get my GED easily.	Provide more information about what is covered under each program as far as medical coverage and dental coverage. Packet telling what providers take what coupons. Dentists are real hard to find, the right ones that takes my coupons.	None.	23 year old Caucasian female using program(s) CEHMSB.
Helping pay for personal hygiene products, like diapers and toilet paper; helping us try and get her and her husband jobs.	Helping people get medical things done - like my teeth.	My babysitter is out of town for a month and WorkFirst is trying to get me go to work but that would put my daughter into childcare. She can't go into childcare because we have to watch her very carefully because her soft spot closed up too early - we've learned it's genetic. I'm having really bad dental problems right now - I had a consult with oral surgeon, he said we had to come up with \$1,020, the insurance won't preauthorize it. I don't know what to do - I'm going to the hospital tonight.	22 year old Caucasian female using program(s) CEMVZ.
They have been real great as far as the food stamp program and medical program.	Support Enforcement never did anything about establishing paternity and they have never explained why. As a result, [Name Redacted] has never received any child support.	Overall, there is no comparison between Washington and Arizona. Washington does a much better job.	3 year old Caucasian male using program(s) DEMZ.
The case manager has been very responsive to us.	Resource e-news on what is new specific to each client's needs, so that we don't have to go through every service that is available.	None.	15 year old Caucasian male using program(s) D.
I don't know.	I don't know.	None.	6 year old Caucasian male using program(s) DEHMZ.
That you can get services even if you're older than the hills.	Every time I turn around they want to review my circumstances - my circumstances don't change. I'm an old lady for heaven sakes!	I just want to say again that I don't understand why you have to re-do your paperwork every time you turnaround. I don't like that. But I do like the people - the people are SO nice.	67 year old Caucasian female using program(s) MVZ.
My DVR case manager, Rick, was outstanding. He did excellent work.	I don't know.	I think that this system lets women get away with welfare fraud.	31 year old Caucasian male using program(s) EMVX.
I wish the workers would tell you what services are available under the program.	I am tired of them changing casemanagers so often.	None.	15 year old Caucasian male using program(s) D.
I don't know.	Nothing.	None.	52 year old Caucasian female using program(s) ADHM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like the fact that they do treat me with respect and that they have allowed me the opportunity to change my life.	I think that, on the food stamp program, I really needed help and more than the \$50 monthly that DSHS gave me. I was in between jobs and it would have made transition easier for me if I had been able to get more food stamps, and make me suffer a lot less as I waited for my new job to start.	I think having the survey is an excellent opportunity for me to express my gratitude for the DVR program and for the assistance I have gotten in previous years, especially from the ADATSA program.	50 year old Caucasian female using program(s) EV.
I am able to get food stamps and medical coupons.	They lean too much to caregiver rights, rather than client rights.	None.	52 year old Caucasian female using program(s) DEM.
I like that it is there if needed.	Better funding for DD, so that services can be provided promptly.	None.	2 year old Caucasian female using program(s) DEM.
I think ESA has gone to a rating system that is based on a six month or one year evaluation instead of month to month. That's good.	I think they need to abolish their paper system to a fully automated system. DSHS spends a fortune on sending out notices, etc. DSHS will not accept scanned documents - why not? Other agencies have converted to this methodology. They will accept a FAX but not a scanned document. For DVR, DVR is more than happy to spend money on evaluators and doctors but won't spend money on tuition. I think they have their priorities wrong. Other states seem to do a much better job. The problem doesn't seem to be funding but priorities. Both ESA and DVR have evaluators taking information during intake. I think much of this could be done via a computer. I would recommend DSHS hire someone in computer science to evaluate the DSHS system to improve it and make it more cost effective. E-mail communication would also help.	I think one of the single biggest things to do is to stop sending and receiving so much paper. Do it by computer. I realize that some folks don't have a computer but let's move ahead.	49 year old Other Race male using program(s) EV.
I don't know.	I don't know.	None.	47 year old Caucasian male using program(s) HMV.
That I get the services I need.	Need more money and services. I need to be reminded when it's time to re-apply. I try, but sometimes I forget and I lose my services. It's hard, but I try.	None.	43 year old Caucasian male using program(s) EHMS.
The fact that they help families in need.	Better customer service skills and non-judgmental type attitudes.	Thank you for what you have done.	25 year old Caucasian female using program(s) EMSZ.
Everyone's been friendly, prompt, and not rude.	I don't know.	Not applicable.	32 year old Caucasian female using program(s) EMV.
We like the DSHS services.	Better translation services at ESA.	Good help - thank you very much.	13 year old African American female using program(s) EM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They were there when I needed them.	I don't know.	Not applicable.	44 year old Caucasian male using program(s) EMV.
They are courteous and they help me with money.	Keep the lines down.	I sure don't.	40 year old Caucasian male using program(s) EHMSX.
Nothing.	When my wife and I were getting divorced, she applied for DSHS assistance and couldn't get it for three months. She needed help!	Nope.	40 year old Caucasian male using program(s) SX.
The fact that the delivery of services is fast.	When I call the Burien clinic, it is hard to get ahold of anyone to talk to.	None.	3 year old Caucasian male using program(s) DMZ.
The help that I receive from them.	It takes too long for completed application and other paperwork to be processed by DSHS - sometimes two weeks!	None.	22 year old Caucasian female using program(s) EMSB.
I like that DD services are available to children without regard to the parents' income.	Nothing.	None.	4 year old Caucasian female using program(s) D.
They help when I need it.	I don't know.	None.	21 year old Hispanic/Caucasian female using program(s) DMV.
Most of the people are very friendly and helpful and I can get the assistance that I need.	Treat clients as individuals and not as a group. Everyone's problems are not the same.	None.	8 year old Caucasian male using program(s) CEMZ.
The help	They need to be more careful when they enter the address.	None.	15 year old Caucasian male using program(s) DEMZ.
Able to get help.	More money and food stamps and a dentist that treats me good when I use the medical coupons. Have the doctors respect her and try to make things easier for her with the language problem.	None.	17 year old Asian American male using program(s) EM.
Case manager is a very nice and attentive person.	My mom lives with me and I am her caregiver. I do a lot of extra cleaning and cooking for her and don't get any money for that. On the other hand, if she lived separately, I would be paid for that extra job. I work more but my hours get cut.		50 year old Caucasian female using program(s) AEM.
That I can talk to a live person and I can go to the office and talk face-to-face with a person if I have to. Regarding my child support, I get paper reports consistently and can ask for a meeting if I have questions. Issues are always open for discussion at DCS.	No comment.	Nope.	3 year old Caucasian male using program(s) DZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like the signing in on the computer! I never had to wait more than five minutes. People were always extremely kind and gracious.	I was most grateful for the opportunity to receive food stamps. After I started getting unemployment benefits, my food stamps were reduced to \$10 per month. Maybe a high amount of money would have been better!!		40 year old Caucasian male using program(s) ES.
The help with medications.	Approve the request for a new electric wheel chair.	None.	23 year old Caucasian female using program(s) ADHM.
Nothing.	Listen to the client more.	None.	45 year old Caucasian female using program(s) CEHMSZ.
No.	The CSO calls me and doesn't leave me a message. They ask for my newborn son's SSN and I don't know who called me.	No.	21 year old American Indian female using program(s) CEMSX.
No.	Give more opportunities and more service to clients at DVR.	My daughter is in the custody of my ex-wife. She is on medical assistance, but I don't get a copy of her medical coupons anymore. It is very difficult and unhandy when taking her to the doctor.	50 year old Caucasian male using program(s) DV.
I like that they do their work accurately.	I believe the services are good.	None.	20 year old Asian American female using program(s) DEM.
Her casemanager has had experience with other individuals who have the same type of disability as [Name Redacted], which gives me confidence that she understands.	I don't know.	None.	14 year old Caucasian female using program(s) DM.
Able to care for people with disabilities.	Upgrade the staff. Provide information as to where and who will accept medical coupons, like what dentists will take the medical coupons.	No.	33 year old Caucasian male using program(s) DM.
They seem to be genuinely concerned about [Name Redacted].	More explanation of services DD covers.	None.	7 year old Caucasian male using program(s) DM.
Nothing much.	I liked the Comet program but it is being discontinued. They were going to put me in Columbia River Mental Health. They want medical coupons and I don't have them - I am Medicare eligible only.	I just wish it was easier to qualify for medical coupons. I have severe dental problems that need to be taken care of.	47 year old Caucasian male using program(s) EHMSV.
When it came down to it - at least I can at least have my medical needs paid for now.	I got fired before DVR could give me services. There was a long waiting list. I tried to get dental services via DSHS medical assistance and couldn't get them. Due to my MS, I have to be put to sleep to have dental work done and I have to pay for that myself.	None.	45 year old Caucasian female using program(s) HMOV.
They are always available to answer any of my questions.	No suggestions.	None.	11 year old Caucasian male using program(s) DM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Availability of case managers; being able to reach them and they get back to me in a timely matter.	More hours for DD care.	Nothing.	11 year old Asian American male using program(s) DM.
Resources that are available to help you get back on your feet.	Work with child support services on helping to get child support; need to connect cases with the same father together, to determine which child support is being paid to whom.	None.	2 year old Caucasian female using program(s) EMZ.
I like that the CSO is within a block of my home.	The one thing DSHS could do is have the case managers work together to cut down the amount of red tape.	DSHS needs to keep the same case manager for the client in the CSO.	4 year old Other Race male using program(s) DEM.
I like the compassion and the caring - they really try. There is not enough funding and not enough employees. There are needs out here that could be met much better.	I am very happy with staff we deal with. Strong happy.	No.	43 year old Caucasian male using program(s) DEMV.
They are there to help me.	The state should try to match the federal poverty level in determining DSHS payment levels. There needs to be a better way of spend-down than currently used.	I am glad they are out there to help us.	47 year old Caucasian female using program(s) EHMV.
My DVR program.	Assist families without any children with basic medical.	None.	29 year old Caucasian female using program(s) VZ.
Very good attitude of staff; timely delivery of services and coupons.	I would be good if my mom could get SSI without citizenship. She has a bad memory and couldn't pass exam.		73 year old Caucasian female using program(s) AEM.
I like working with the caseworkers.	Mental health access could be improved for foster children.	There is a need for a list of qualified professionals to help children who have been abused or neglected. Also the list of attorneys for adoptions provided by the state needs to be updated. It must be 14 years old now, and most of the attorneys on the list no longer do adoptions.	4 year old Caucasian male using program(s) DMZ.
The way that they explain things when you are at the CSO. It is difficult to get a good explanation when I call in to DSHS.	DSHS should provide younger people with food stamps instead of requiring them to wait until age 22.	Nope.	19 year old Caucasian female using program(s) EHMS.
Overall, everything is good. All services work together to help us.	Don't know.		58 year old Caucasian female using program(s) AEM.
It's difficult to say I like everything. They do exactly what they are supposed	I don't know So far everything is OK.		70 year old Caucasian male using program(s) AEM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
My mental health doctor is a very good person and specialist. At one point, I had 25 pills prescribed by different doctors and my psychiatrist contacted them all to figure out what was going on.	Medical coupons doesn't cover many specialists. I can't apply to Medicare as I'm only 48. I couldn't see an oncologist as he won't get the medical coupons. In addition, doctors don't communicate well with each other and I had medication prescribed to me that can't be taken together.		48 year old Caucasian female using program(s) AHM.
Nothing.	Workers need to be more polite and not talk down to you.	List of services, and what programs offer each service.	12 year old Caucasian male using program(s) D.
I think the help is pretty good.	I haven't thought about it.	None.	27 year old Hispanic/Asian American female using program(s) DM.
I like absolutely everything. It is hard to choose.	Grateful to the government. Everything is so good. God bless everybody in the program.		68 year old Caucasian male using program(s) AEM.
They are willing to listen when concerns come up concerning [Name Redacted].	Better communication by the casemanagers.	None.	43 year old Caucasian female using program(s) DEM.
They are around when you need help.	Nothing at this time.	None.	18 year old Caucasian male using program(s) EMSZ.
I AM SO SICK AND MEDICAL ASSISTANCE IS A HUGE HELP TO ME.	The doctor I saw for 12 years moved to a new office. The program doesn't send an interpreter there. I have to look for a new doctor.		63 year old Caucasian female using program(s) AEM.
That they pay for [Name Redacted] medical bills.	The front office people at the doctor's office make you feel like you are a second-class patient.	I think having medical help is one of the biggest blessings that any one can have, and I wish that could be true for anybody.	17 year old Hispanic/Other Race female using program(s) HMV.
My case manager, Mary Jo White at DD.	Get more information out to the public about services available.	None.	8 year old Caucasian male using program(s) DM.
I like that they tried to do something to help.	I think they could interview long-term foster parents to come up with how they could deliver case management services to the children in foster care, and not put all the attention on the natural parents. The children also have issues because of this circumstance.	None.	3 year old Caucasian female using program(s) CDMZ.
I am very grateful for the personal attention I get. They are always ready to be there for you.	Hard to figure out how I can enroll my husband in medical coupon program. Can he get it before he gets citizenship?		71 year old Caucasian female using program(s) AEM.
A lot of attention.	Provide better estimation of caregiver hours that elderly get. They cut my hours but I am sick and need more help.		68 year old Caucasian female using program(s) AEM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like the idea of DSHS being there to help people that need service and help.	With my personal situation, with my learning disability, they brought someone in to evaluate me. I didn't understand what my disability was and how my brain worked. Then, they brought in someone else to assist me, and DSHS wouldn't let me suggest options. Another specialist was brought in but DSHS staff wouldn't listen to the suggestions to assist me in my job - they disagreed with the specialist. I was not able to keep my job and be successful in my job because of this. DSHS wouldn't help me learn my learning disability and they didn't understand it either.	Yes, I would like to say that DVR is getting money to help people with disabilities - someone should check up on how the money is spent and people should get service. Make sure clients understand their disability. I also think that persons with disabilities or learning disabilities should have a client advocate or attorney available to assist them with DVR services. I was "served" by the Kent DVR office.	43 year old Caucasian female using program(s) V.
I like my doctor a lot.	My apartment rents are rising while financial assistance for food gets cut.	None.	69 year old Caucasian male using program(s) AEHM.
I just like that they do have good services and that the service is there for people that need it.	I think have more emphasis on mental services and treatment.	No.	26 year old Hispanic/Other Race male using program(s) EV.
The 1-800 number for the medical was very helpful - whatever problem I had, the people were very nice and got right on it.	DVR is just kind of a joke. I don't know if it's a budget issue, or what, but it was really a disappointment.	I think DVR is just not at all helpful. I really appreciate the service I've gotten from DSHS (MAA, ESA); the people on that 1-800 number are just great.	63 year old Caucasian male using program(s) EMV.
DVR has been very good about getting me all the equipment I need to make my life easier and return to the work force.	Attempt to get more caseworkers - I know they have a budget crunch, but a lot of people (at DVR and ADSA) need their services.	I'd just like to say again I appreciate a lot everything both agencies have done for me. I'm a quadriplegic, and they've made it possible for me to get back to a full life.	43 year old Caucasian male using program(s) AV.
That they are help oriented - very giving oriented. In general, it is a helpful organization that really helps people.	I think that, in the case of [Name Redacted] (he is in a group home) [Name Redacted] is eligible for Section 8 but his roommate doesn't qualify so [Name Redacted] cannot use Section 8 benefits. This doesn't seem fair. How can [Name Redacted] be helped?	It is difficult to get other client's change-of-address forms processed!!! Some food banks require proof of residence, and it really helps to have medical coupons with the correct client address on them!	24 year old Caucasian male using program(s) DEM.
The service that they provide.	Actually being able to talk to a real person when you call on the phone.		86 year old Caucasian male using program(s) EM.
I do like everything being on-line at Child Support, especially being able to view my account from my home computer.	When a child support payment is made, it sometimes it takes up to three days to be posted to my checking account.	I think DSHS needs to provide more information about services that are available for DD.	8 year old Caucasian male using program(s) DZ.
The services they give me.	Nothing. They're great.	No...I'm happy with DSHS.	49 year old Caucasian male using program(s) EMV.
They are quick.	Nothing.	No.	21 year old Caucasian male using program(s) EMS.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	I don't know.	When I was getting Social Security and working while getting pay checks, DSHS required me to send in a copy of my pay stubs. I found that to be very annoying.	18 year old Caucasian male using program(s) EMV.
The fact that the office is open and you can go into it and apply.	More customer service generally to be able to treat people who come in in a more humane way. DSHS needs a better way for clients to complain about staff who treat you badly. Clients are required to write out the complaint and come back to do it. Make it easier for the client to file a complaint!	Regarding food stamps: in a household when you have someone over 18, how do you not include them in your food stamps when I apply for food stamps?	56 year old African American female using program(s) EHMV.
The information that they provided to me and how they set me on a plan.	I know they have the priorities of service by handicap, and I think they should give more availability for services depending on the handicap that you have.	Nope.	29 year old Caucasian male using program(s) V.
Services they provide are always there when I need them.	Answering and returning calls in a timely matter.	None.	29 year old African American female using program(s) EM.
Provide the medical program you need and food stamps.	Give you more food stamps.	Nothing, but thank you.	74 year old Asian American male using program(s) EM.
She is in the system and I like the fact that I don't have to do paperwork every month to get her assistance.	Better communication with the family and clients as to the assistance available and what is needed to continue assistance.		86 year old Caucasian female using program(s) AEM.
I don't know.	They need more staff.	No.	36 year old Caucasian female using program(s) DMV.
They have helped me out a lot.	Nothing.	None.	2 year old Other Race male using program(s) EMZ.
I LIKE MY PSYCHIATRIST VERY MUCH. She helps me to calm down and relax. Mental health program is a big help, especially for people in financial and health distress like me.	Financial assistance gets cut while our needs stay the same.	None.	56 year old Caucasian female using program(s) EHM.
The fact that when you need them the services are there for you.	Medical can be improved some. Prescription coverage could include more medicines.		41 year old Caucasian male using program(s) EM.
I like that they helped me a lot when I needed them to get me medical and food stamps.	Nothing at this time to say.	Nothing.	31 year old Caucasian male using program(s) DEMV.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	Better communication about my case. A lot of work overload caused problems with receiving my services.	I was the one that found my ex and had to tell DCS where he was and where he was working. I had to do a lot of the work that DCS should have been doing! CPS helped with my oldest daughter and her drug problem and other problems that she got into, but they always made me feel like I was the one that had to prove myself to them, even though I was the one that called them and asked them for help.	39 year old Caucasian female using program(s) CEMVZ.
I like they are good people and tell you what you need to do.	Not sure.	No.	24 year old Asian American female using program(s) MV.
The people were nice.	None.	No complaints.	62 year old Caucasian female using program(s) V.
They are really helpful to me.	More staff to avoid waiting in long lines.	Glad that Washington has these type of programs that help out single moms.	7 year old Caucasian male using program(s) EM.
Like to be able to reapply in the mail and that the services are available for me.	One medical plan that is good for all clients instead of choosing different plans.		8 year old Caucasian male using program(s) EMZ.
They are supposed to be there to help people.	Cut out the waiting list at DVR.	I feel like there is a racial imbalance in serving clients at DSHS. By that, I mean when I try to get help - I tried to get food stamps, and I was cut out and cut off at every step of the way.	56 year old Caucasian female using program(s) V.
They provide me the services I need, like medical and food stamps.	Increase the amount of food stamps allotted each month. Less paperwork.	If everything is the same in the living situation between reviews, you should not have to go into the office each time. Instead, just do paperwork and send it in.	12 year old Caucasian female using program(s) EHM.
They help the people in need.	Increase dental coverage as to what is covered, and chiropractic coverage.	Nothing.	58 year old Caucasian female using program(s) EM.
I always have found them extremely helpful, until the last six months.	My only gripe is that I have a serious problem. I need to find a different place for my client, [Name Redacted], because she has multiple new problems that I simply cannot handle. DSHS has not been very helpful or supportive in helping me with this issue!	No. Overall DSHS has done a wonderful job. We were in California and they did a terrible job!! Washington State has been much better until the last six months, when my client has additional needs. They encourage me to continue working with my client but she is getting too much to handle based on client's particular problems.	44 year old Caucasian female using program(s) DMV.
They provide medical and food stamps for me.	Increase the amount of food stamps received each month.	None.	62 year old Caucasian male using program(s) EM.
Like the friendly staff, and how they provide many resources.	Less paperwork. Less checking up on the clients. They want to know that I am a full time student each quarter.	None.	19 year old Asian American female using program(s) EM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They are prompt about getting me my benefits and making sure I get the services I need.	Shorter lines at the office.	No.	45 year old Caucasian male using program(s) CEHMSV.
They paid for everything.	State needs to revamp the DD programs and fund the programs.	Better providers for mental health.	9 year old Caucasian female using program(s) DM.
The extra help they have given to us.	DD needs to inform clients if the benefits are about to expire.	None.	4 year old Caucasian male using program(s) D.
The DSHS staff were good. Overall experience was good.	DVR needs to get rid of the long waiting list.	They could have a better job education or basic education component.	51 year old Caucasian male using program(s) V.
I like the services that DVR provided - they are helpful to people down on their luck and want to get back up.	The biggest is the waiting list at DVR.	Nothing more than I have already said - DVR gave me ideas and options but they couldn't do anything with me because I was way down on the waiting list.	49 year old Caucasian male using program(s) V.
The assistance with paying expenses for me.	Nothing.	None.	75 year old Caucasian male using program(s) EM.
They were good at listening to me and referring me to where we needed to go.	Make it so that respite care doesn't have to be paid back if something happens to the client.	None.	21 year old Caucasian female using program(s) D.
They help me with my doctor's appointments, food stamps and money for rent. Good service.	I think it is wrong that some clients use their QUEST card at a casino.	No.	33 year old Caucasian female using program(s) EHMV.
Their availability.	Nothing, they're doing great.	Nothing to say.	34 year old Caucasian female using program(s) H MV.
I like the help and that they keep me informed.	Communicate better and train their staff.	None.	31 year old African American female using program(s) DEHMS.
That they helped my family out.	Nothing.	No.	3 year old Caucasian female using program(s) EMZ.
They allow me to do appointments by phone; instead of having to go into the office.	I don't know about that.	None.	61 year old Caucasian female using program(s) AEHM.
The help.	Need more medical providers who accept the medical coupon.	None.	18 year old Caucasian female using program(s) CDMZ.
No problems with DSHS itself; we realize they have to follow the regulations.	Nothing.	None.	6 year old Hispanic/Other Race female using program(s) DM.
They are very good about helping.	Nothing.	Myung Yu is a wonderful case manager.	30 year old Caucasian male using program(s) DHM.
Mental health program at Welcome Counseling Clinic.	Work on the overall insensitivity by the DSHS workers to individuals with mental illness.	I can not say enough about the Welcome Counseling Clinic.	28 year old African American male using program(s) EHMV.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The fact that they are there to help [Name Redacted].	Offer with the open medical coupon a supplemental medical service.	None.	8 year old Caucasian female using program(s) DMZ.
Just the help that it provides families.	I really don't know.	No.	6 year old Caucasian male using program(s) D.
The DD caseworker, Jan Driscoll, is fantastic!	Nothing comes to the top of my head!	Nope.	44 year old Caucasian female using program(s) DEMV.
The help they provided.	I really don't know.	None.	42 year old Caucasian male using program(s) DMV.
I like the fact they do not forcibly require me to come into the office for appointments.	Somehow the programs of DSHS need to be linked (i.e., Social Security office to share information with SSI).	None.	5 year old Hispanic/Other Race female using program(s) DEMZ.
None.	They could get better workers that understand and are not so rude. They seem to think that when I come in the door it is their job to try to keep us off government assistance. Some folks milk the system, but my son just needs help.	The CPS workers were rude! This includes the supervisors!	4 year old Caucasian male using program(s) CDHMZ.
That they clearly communicate or I can ask for help if I don't understand.	I think food stamps need to be more (higher amount) because without an adequate amount is why people are going hungry.		33 year old Caucasian female using program(s) EMV.
Nothing.	DVR should get rid of that waiting list. I waited for two years for a call back since I was on the waiting list.	The two year waiting list at DVR was a little late by the time they contacted me.	37 year old Caucasian male using program(s) V.
The benefits.	Make a program where I can work with someone to make goals and plans to help me get my driver's license back. I also need additional money and help getting a place to live. Basically, offer MORE help to those that really need it.	I was promised that I could actively see a psychiatrist because I'm bipolar, but when I went, all I got to see was a therapist. She didn't help me at all! She didn't give me the medications that I needed. She billed me for 2 visits at \$140/hr. and I only went to see her once. She wasn't helpful and I am VERY disappointed with the program. The therapist wanted me to tell her what I needed, she's the one who should be telling me what I need. There were no group sessions and she didn't explain things very well. I NEED HELP! It's not for me to decide what I need, I don't know what I need, that's why I went to see her!	53 year old Caucasian female using program(s) EHMSZ.
If it weren't for DSHS, my kids wouldn't have medical care.	All is fine.	I am just pleased with it - that's all.	38 year old Caucasian female using program(s) EMVZ.
I liked his previous DD case manager, Dean Tonseth. He was the only person at the Port Angeles office that I had faith or trust in.	I like to see the entire staff at Port Angeles DD office be terminated and replaced with professionals who actually care about their clients.	I would love it if someone from the Governor's Office would call me. [Name Redacted].	13 year old Caucasian male using program(s) DM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
It helps mothers and their families.	Nothing.	No.	33 year old African American female using program(s) EMVZ.
The meeting of new people and the information I received.	Stricter urine analysis by the program.	More confidentiality in the DRUG and ALCOHOL programs.	27 year old Caucasian male using program(s) S.
I don't like dealing with DSHS but I like dealing with DVR.	In thinking about DVR, I see nothing that needs to be changed. I have the best DVR counselor God ever made - Richard Foy.	I am so thankful that there is a program like DVR and that whomever who picks the staff had the insight to pick someone like DVR counselor Richard Foy. He is kind and sincere and is a very lovely, lovely man!	51 year old Caucasian female using program(s) V.
The medical services, which are great.	Nothing I can think of.	None.	6 year old Caucasian female using program(s) DEMZ.
None.	There need to be more Medicaid choices. There is a great deal of under-reimbursement. Clinics that accept medical coupons provide less than adequate care after waiting a long time. Reimbursement needs to increased and paperwork reduced.		51 year old Caucasian male using program(s) DM.
Nothing.	I think that DSHS could be more responsive to people that need DVR services. I got hurt and couldn't get help from DVR.	No.	57 year old Caucasian female using program(s) V.
That they try to help.	They need to increase the food stamp income standard for families to qualify.	None.	44 year old Caucasian male using program(s) D.
Talking with the caseworkers.	For new clients, really sit down with them and explain what's required of them.	None.	6 year old Caucasian female using program(s) CDEMZ.
[Name Redacted] casemanager.	Hire more staff in the CSO.	None.	33 year old Caucasian male using program(s) DM.
The help and the courtesy of the workers	Nothing I see.	None.	17 year old Hispanic/Other Race female using program(s) DM.
Local.	Force local dentists to provide service for people with the medical coupons.	The CHIPS program - you don't have to be a citizen to get on this program. But, I was on a waiting list for 18 months and never did get services. The undocumented folks got service before I did!	3 year old Caucasian female using program(s) EM.
I like the fact that all the medical tests that [Name Redacted] required were done in a timely manner.	Have more doctors that accept the medical coupon.	None.	2 year old Caucasian female using program(s) DM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	I have medical problems. When I wanted to get on services, I had to drop Basic Health and go onto DSHS medical coupons - if they didn't think I qualified, I would have to go back to Basic Health and endure a 9-month waiting period. The DVR counselor hasn't called me back since September 2006! I will call him but I think he should have contacted me long ago.	I am unhappy with the services and what happens to me? I fall through the cracks!	44 year old Caucasian female using program(s) EV.
Location of CSO.	Help me get a grant.	None.	63 year old Other Race male using program(s) EMV.
They provide services - I like that best. They are able to refer people to the correct agencies.	Have the caseworkers more available. The DVR waiting list is long and you have to meet the specific qualifications to get immediate help.	No.	41 year old African American female using program(s) VX.
I appreciate the medical coverage than I would otherwise not have for my family.	Have more dental providers who accept the medical coupon that are actual dentists and not just the community clinic.	None.	8 year old African American female using program(s) DM.
I like the structured help they gave me.	Nothing.	None.	31 year old Caucasian male using program(s) V.
The help when I need it.	Reduce paperwork by sending out only one set; not multiple sets.	None.	42 year old Caucasian female using program(s) EHMV.
I like working with DVR because they are on top of everything. The other programs said they sent me documents and I didn't get them. Then, I had to jump through hoops to get back on track. But, DVR was very good about it.	They could listen better and not assume that a client is not telling the truth.	Not really.	56 year old African American male using program(s) EHMV.
Nothing.	Better qualified staff. Better understanding of client needs. Better listening skills to client needs.	No.	24 year old Caucasian male using program(s) MV.
I like that they treat everyone the same.	Better information on services that are available and how to go about getting the services.	None.	15 year old Caucasian male using program(s) CDMZ.
They are good and help us a lot.	I don't know.	None.	45 year old Caucasian female using program(s) EHM.
The short term Child Support.	Upgrade the computers that the staff use. I don't like the cumbersome nature of updating the system. It takes too long to make changes and I got into arrears because of the system. How can my child turning 18 be the only one in the system to cause issues and problems?	No.	18 year old Caucasian male using program(s) VZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The people at the Lakeway Aging and Adult Service office really care and go out of their way to help	DSHS needs more providers who accept Medicaid. The program also needs to be providing full dental coverage to people who have diabetes.	None.	63 year old Caucasian female using program(s) AEHM.
No.	No idea.	No.	18 year old Asian American female using program(s) EM.
They are punctual. They always help me feel good.	Nothing.	No.	76 year old Other Race male using program(s) AEM.
They are understanding.	No comment.	No.	3 year old Caucasian female using program(s) CEM.
They are good and help and really care for [Name Redacted] welfare.	Rewrite the WACs in a simplified language that doesn't need an interpreter to understand.	None.	53 year old Caucasian female using program(s) DM.
They are quick on the mental health services. Everything else seems to be much slower.	Child Support sends us letters all the time asking for information on the children's father. We are trying to adopt the children and the children's father has lost parental rights through the courts. Child Support should know this and not send up all these letters.	Seems to be OK with me.	15 year old Caucasian female using program(s) EHMZ.
They kept me updated on what letters, how much in food stamps, etc. I would get.	If I call DSHS with a question and leave a message, DSHS should call me back very quickly.	I am good.	24 year old Hispanic/Other Race female using program(s) EV.
Not a lot really - I wish I was able to work. If you have Social Security or SSI - DSHS won't help you.	Help us with one time move-in costs to an apartment.	With food stamps, I was getting \$220 per month and they recalculated my benefits and now I only get \$86 per month. I have a 14-year-old son who has a bottomless pit for a stomach! DSHS should reevaluate income standards when calculating benefits!	47 year old Caucasian female using program(s) CEMZ.
Nothing.	Nothing.....they should give more money to help pay rent. And child support should go after both of the fathers.	None.	7 year old Caucasian female using program(s) EMZ.
The people are all very courteous to work with. My caseworker is very helpful.	One time I dropped off some paperwork at the CSO and the DSHS staffer grabbed the papers and threw them on the desk. I was worried that the paperwork would get properly taken care of. I did what another worker told me to do, and then I was treated rudely by another worker.	One time I submitted information via computer, as requested. When I checked with the DSHS office, I was told it wasn't there and my benefits would be delayed. Then she checked another computer and found it was there. It seems that DSHS communication could be much better!	49 year old Caucasian female using program(s) EM.
I don't like dealing with DSHS at all.	I don't think there is anything they can do to improve.	No.	40 year old Caucasian male using program(s) E.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like the fact that I never get the feeling that someone is looking down their nose at you because you are getting assistance.	DSHS should find more dentists that will provide services and dentists that are more responsive to patient's needs. They shouldn't act like God (the dentists, that is). It appeared at times that the left hand of DSHS didn't know what the right hand of DSHS was doing.	I appreciate very much the services. I wish that DSHS would make sure that your benefits were delivered by the day that you are supposed to have them. That might mean delivering them a day or two early in some instances.	53 year old Caucasian male using program(s) EHMV.
Nothing.	For a family of 4, if you make \$2,000 you don't qualify for food stamps. \$2,000 is not enough to live on. If you are lucky, you might find a decent apartment for \$900 or \$1,000.	I am frustrated since I am a 20-year military veteran, and now have to ask for assistance and then am told that I make too much money!	18 year old Caucasian male using program(s) EM.
I can call them any time and they are there for me.	I can't think of anything.	None.	20 year old Caucasian female using program(s) V.
They are always there to help my kids.	DSHS should work on improving speed of contacting clients by mail and by phone.	No, not at all.	3 year old Caucasian male using program(s) EM.
Nothing.	They could return my phone calls. I called & left a messages and no one at CSO ever called me back.	Nope.	5 year old Caucasian female using program(s) EM.
No comment.	After they listen to someone, please guide people through different kinds of options.	Nope.	11 year old Hispanic/Other Race female using program(s) EMZ.
Availability for numerous people that need help.	Better communication between state agencies. DSHS didn't have answers; I was sent to Basic Health, and they more or less sent me back to DSHS.	I am OK.	19 year old female using program(s) EM.
I like the fact that my daughter is hearing impaired, and there has never been an issue of going to specialists for her problems. It all worked well.	Just that when I call - you have to answer 50 questions with your phone pad, enter your zip code, you just want to get transferred. I have three children and don't have time for that!	When my husband needed to go into chemical dependency, DSHS was on the ball and helped him! They got him into the program and it really helped him!	1 year old Caucasian female using program(s) EM.
It's easy to get to.	Nothing I can think of.	No.	34 year old Other Race female using program(s) EMV.
They are understanding and found the solution to what my problems were.	Nothing - they were very good!	Linda Pomeroy has done an exceptional job in helping me! She works at DVR.	44 year old Caucasian male using program(s) V.
The service.	Help with a lot of stuff.	No.	32 year old Asian American male using program(s) EHM.
They do quality work - they really do. But, they do a lot of hesitating in helping people out. Other than that, they are OK.	DSHS could pay higher monthly grant amounts. People can't live off of \$321 per month.	None.	45 year old Other Race male using program(s) EHMSB.
The fact that they do not discriminate even though I am working full-time. They don't think I am looking for a crutch.	Actually have live people to talk to instead of waiting on telephone hold for a long time.	It seems like they want the paperwork in right now but DSHS takes forever to respond back to me.	8 year old Caucasian male using program(s) CDEHM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
That you don't have to go into the office each month.	More respect for the people that need the assistance, and not the people that don't.	None.	41 year old African American male using program(s) EX.
I like the people.	SSI could be higher.		28 year old Caucasian male using program(s) EHM.
Nothing that I can think of.	They need to continue going out to visit foster care families as a follow-up after the child is placed in the home. The social worker needs to call me back to report what he found out.	No, I covered everything.	48 year old Caucasian female using program(s) CVX.
DSHS provides the assistance needed.	They need to explain things better, so that a person who does not know the system can figure out what is needed and provide that information in a timely matter. Clearer for a new person on assistance. When she gets cut off, she does not know what to do and how to get her assistance back.	None.	70 year old Caucasian female using program(s) EM.
I am happy with DVR, and the food stamps work.	The dental coverage could cover more things and have more dentists accept the medical coupons.	Nope.	60 year old Caucasian female using program(s) EMV.
Nothing.	It's so negative that I cannot put it into words.	I don't really understand the role of DSHS in serving my daughter. We were not served directly by DSHS, so it was difficult to properly answer the questions presented about DDD services.	5 year old Caucasian female using program(s) DMZ.
The help that they have provided for us.	Understaffed and when I need to have a telephone interview with them it has been hard to schedule time with them.	None.	5 year old Caucasian female using program(s) EM.
Helps with the medical expenses for [Name Redacted].	It takes a long time to get in to see a doctor. The doctors are always really full with appointments. Need more providers in the Valley that take the medical card.		13 year old Asian American male using program(s) EM.
They make sure my son and I survive.	Move the DVR waiting list much quicker.	No.	40 year old Caucasian male using program(s) EMVZ.
The help for [Name Redacted]	Need to get information out to the public about available services.	None.	14 year old Caucasian female using program(s) CDM.
One-on-one contact. Provide services when needed. Workers are great.	Be nice when you call with a problem. Open-minded.	None.	10 year old Caucasian female using program(s) EMZ.
No comment.	Nothing.	None.	3 year old Caucasian male using program(s) D.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
People are kind and understanding. They provide the services that I need.	Need to be able to do just one review for both food stamps and child care. Childcare workers need to communicate with the financial worker. Communication between the workers of each program, and streamline the mailings.	They do a great job.	42 year old Caucasian female using program(s) E.
They provide you with the information needed in order to continue your assistance without a problem. Letters are clear.	Increase the amount of food stamps each month.	None.	66 year old Caucasian female using program(s) EM.
The help.	I don't know.	None.	56 year old Caucasian female using program(s) DEM.
They provide the services like day care and money which we need. CPS helped in getting the girls to us.	Foster care workers communicate with the financial workers. Have the social workers more up to date as to the different requirements for each program.	None.	30 year old Caucasian female using program(s) EZ.
They are there for you and they listen to you. They provide what I need.	Nothing.	None.	74 year old Caucasian male using program(s) EM.
There are services that are available for people who need them and can't afford them.	Attitude with the people that came in to see them. Better social skills.	None.	37 year old Caucasian female using program(s) EHMZ.
Help you with services, and explain things when you don't understand them. They try to make sure that you understand what is going on.	Increase the budget to service more people, and to help release the stress on the employees. Shorten their caseloads.	They are doing the best that they can.	27 year old Caucasian male using program(s) EHMZ.
Provides medical assistance for my family.	Nicer to people. Provide services in a better manner for people on the edge of eligibility.	None.	3 year old Caucasian male using program(s) CEM.
I think everything is good.	I don't have a suggestion.	The check for February got lost (SSI). SSI wrote me a money order and I cashed it. Three days later we found the check that got lost. I sent it back to SSI.	67 year old Caucasian female using program(s) AEM.
Services are free and they provide me with the assistance that I need.	Increase the amount of food stamps that I get each month. Quit giving assistance to the able-bodied person who can work and get a job.	None.	68 year old Caucasian female using program(s) EM.
Not sure.	Just make it easier to get ahold of a live person. No more of this 30 minute wait on the telephone.	Not applicable.	34 year old Caucasian male using program(s) CEMSZ.
The workers are nice.	Nothing, they do a good job.	None.	38 year old Caucasian male using program(s) AM.
The workers are good about helping with problems.	Expedite the application process for elderly services.	None.	58 year old Caucasian male using program(s) AHM.
That I am able to receive medical for my children.	More food stamps.		9 year old American Indian female using program(s) EMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I liked that they treated me like an individual.	Improve communication between their own staff members.	Overall, DSHS did a real good job for me.	30 year old Caucasian female using program(s) CEHM.
Provide service for my mom.	Give people respect. Treat people in the same way whether they are old, young, disabled, etc.	None.	76 year old Asian American female using program(s) AEM.
They provide the services that I need in a timely matter. Programs haven't changed so therefore it easy to get assistance.	Less paperwork.	None.	17 year old Caucasian female using program(s) EMZ.
I like the medical services and the services provided through Mental Health.	I think if you are a millionaire or poor or disabled, you deserve the same respect as anyone else. I feel when you walk in the welfare office door you have a label on you and you are treated like a loser and rudely at the office. I felt I was treated as a third class citizen. I didn't get any respect or any kindness at the office.	Stop putting me through hell at the DSHS offices! Stop changing things, different payment amounts, I get too many letters, too many changes!	50 year old Caucasian female using program(s) EHMV.
Nothing.	Pay the caregivers more money.	None.	52 year old African American male using program(s) ADEM.
That they understood my problems and my needs with my disability.	I am OK with the way DSHS is now.	I appreciate the chance to win the \$250 in groceries.	58 year old Caucasian female using program(s) EMSV.
Friendly, and they understand your needs. They provide extra help when needed.	More food stamps each month. Teenagers eat more as they get older.	None.	16 year old Caucasian female using program(s) EMZ.
Nothing much.	Make clear what is available for services and clearer written communications.	None.	56 year old African American female using program(s) AEM.
Nothing.	Their 1-800 number response could be a little quicker.	No.	49 year old Caucasian male using program(s) EHMV.
The DD employees are helpful.	Make the system at DD more user-friendly.	In our case services are available, but available in a package that required me to jump through so many hoops in getting appropriate signatures (and the time that required) that it resulted in loss of some of the funds that would have otherwise been disbursed to us.	8 year old Caucasian female using program(s) D.
The medical is good.	The sequence and timing of application before 11 a.m. and then having to return for an appointment on a later date or sometimes the same day is unreasonable.	No.	24 year old Asian American female using program(s) EMS.
The people, in general, are nice to me and everything seems to be well organized.	They tend be very rigid and follow their procedures rather than listening to me and try to determine my needs.	I think the most difficult part of receiving services from DSHS is that an individual's circumstances aren't taken into consideration. I am very ill and don't have a car. They keep insisting that I keep returning to the office to drop off or pick up very small items.	47 year old Asian American female using program(s) AEM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They provide the services necessary.	Nothing.		71 year old Asian American male using program(s) AM.
I like it because of they really do take good care of old people in this country.	I don't know.	No.	79 year old Caucasian female using program(s) AEM.
They are very precise and stick to the procedures and follow up on what they say they will do.	The downside is frequent changing of employees that I must deal with. It is a major setback when they change an employee, you must deal with the new employee and submit many documents again.	Overall I want to say that I am very happy for what we have received from DSHS. But, the constant changing of employees causes much disruption and resubmission of paperwork!	78 year old Caucasian female using program(s) AEM.
Do there job well.	Not be so strict on the transportation requirement in WorkFirst when someone does not have a vehicle and bus transportation is not available.	None.	33 year old Caucasian male using program(s) CE.
Nothing at all.	There is a desperate [need] for a central source of information about services that are available and how to apply.		69 year old Caucasian female using program(s) AM.
I like the medical help.	Needs more funding for DVR.	Coverage of prescriptions outside of generic drugs when the doctor has justified the need.	50 year old Caucasian female using program(s) MVZ.
The NW Kidney center helped my wife a lot!	I don't like the Vietnamese DSHS worker's message left on my home answering machine! Two years ago when I turned in my application for food stamps - a Vietnamese worker left a message on phone & said if I call again and don't get to speak with you or don't hear from you - I will refuse or deny your application. I don't think that is fair.	I think that DSHS is good to my wife.	76 year old Asian American female using program(s) AM.
I don't know.	I really can't think of anything now.	None.	66 year old Asian American female using program(s) AEM.
The help	I don't know.	None.	29 year old Caucasian male using program(s) DM.
Nothing.	Be responsive to the needs of the people. Also provide DD the funding to implement their services.	None.	13 year old Caucasian female using program(s) D.
Nothing.	No comment.	No comment.	80 year old Asian American female using program(s) AEM.
Nothing.	I don't know.	None.	18 year old Caucasian male using program(s) S.
They are everywhere and easy to access.	I think publishing a list of medical providers who accept the medical ID would be wonderful.	None.	76 year old Caucasian female using program(s) AHM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They provide assistance when needed.	They are not flexible. Should have more to live on. The \$58.00 each month is not enough to purchase things that are needed.	None.	80 year old Caucasian female using program(s) AEM.
I like that they have so many options. It seems like they have a category for everybody, no matter what their problems are.	I've had a problem with my Social Security payments. When I work for a few months, I send in my pay stubs, but they don't make the deductions for quite a while. Then when I have to quit working, because of my illness, they make the deductions and I'm not working and my payment is really small. It really puts me in a bind.	Not applicable.	25 year old Caucasian female using program(s) EMV.
I like the Medical Coupon program. All helps but Medical Assistance is the best!	Raise the amount of food stamps allocation.	No.	67 year old Asian American male using program(s) AEM.
They provide everything for my Mother and we are very grateful for that!	Make the eligibility process more simple!	When I took my mother for her SSI visit, I took her to the CSO mistakenly. They were very rude at the CSO and I didn't appreciate that.	85 year old Asian American female using program(s) AEM.
Nothing.	<p>DSHS made John ineligible for medical coupons for about three months. I paid his bills and then DSHS discovered they had made a mistake and put John back on medical coupons. They then paid all bills incurred during the three month period - then the doctors, dentists and pharmacies reimbursed me!</p> <p>It is very difficult to find a dentist which will accept the medical coupons - the Group Home takes lots of clients to dental schools.</p> <p>DVR staff didn't keep me up to date on what was happening to and for John. Plus, it seems that communication between the three DSHS programs could have been much better and have more answers for me - his financial reporter.</p>	No.	51 year old Caucasian male using program(s) DMV.
My mother likes it that each month the food stamps and medical coupons come on time. Also, if we call and leave a question message - they always get back to us.	No comment.	No.	63 year old Caucasian female using program(s) AEM.
Medical assistance - they give [Name Redacted] whatever she needs. They contact her to make sure everything is OK. They provide me with special classes in how to take care of her.	It was very difficult for [Name Redacted] to get foods stamps and it was very difficult. She was very sick and DSHS staff came to the nursing house to interview her two or three times. Each time it took about four hours.		69 year old Caucasian female using program(s) AEM.
They are very compassionate and helpful.	Compassion training for case managers who are burnout.	I think the workers need to coordinate better.	35 year old Caucasian female using program(s) EHMS.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I just get the help that I need in a fairly quick amount of time.	Be a bit more friendly when I come to the office. They rush you along too much.	No.	25 year old Other Race female using program(s) EHMV.
They help very well.	Neutral - nothing to say at this time.	Not applicable.	14 year old Hispanic/Other Race male using program(s) DM.
No, I don't like dealing with DSHS.	I only used DSHS for about a month so I don't have an opinion.	No.	31 year old Caucasian male using program(s) VB.
DSHS helps with services for several of my children.	Everything is neutral.	Not applicable.	2 year old Hispanic/Caucasian female using program(s) DEM.
The fact they helped me.	More staff.	None.	23 year old Caucasian male using program(s) EHMV.
I like the respect and the help.	Decrease waiting times.	None.	54 year old Caucasian male using program(s) EHMSV.
I have not received any promised services, so I cannot say what I like best.	Answer e-mails and follow through with what they say they will do.	None.	46 year old Caucasian female using program(s) V.
They help you quick and they are always there for you.	DCS charged me too much for child support and they had my license suspended.	No.	26 year old Other Race male using program(s) CEMSVX.
Their help.	Nothing.	None.	22 year old Hispanic/Other Race female using program(s) V.
The help	Nothing.	None.	41 year old African American female using program(s) AEMZ.
I like being able to talk to my case manager when I need questions answered.	I don't know.	None.	30 year old Caucasian female using program(s) EHMS.
I don't like dealing with DSHS.	I think they should have DVR and Child Protective Services be required to provide more information to clients.	No.	30 year old Caucasian female using program(s) EMV.
They treated me like a real person.	Have no DVR waiting lists.	I need to go back and see DSHS so they can help me.	54 year old American Indian female using program(s) V.
I like talking to workers who know what they are talking about.	The form letters need to identify who they are talking about.	I think things need to be better explained when there are changes.	9 year old Caucasian female using program(s) HMZ.
I don't have to worry about insurance for my kids.	Give medical providers greater benefits so they will accept the medical coupons. I have to drive over 50 miles to get dental for my children.	None.	9 year old Caucasian male using program(s) EHM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like it because of the services they provide.	I'm not too sure.	I want to say I was happy to work with DSHS.	36 year old African American male using program(s) EHM.
The fact that they are there to give services, to help provide a person a hand up.	I would say that DSHS should provide more case management to coordinate services between the different DSHS divisions. It is easy to fall through the cracks.	No.	51 year old Caucasian female using program(s) EHMSVZ.
I think the people at DD give all they can under the restraints of funding.	Increase public awareness, first of the needs of the mentally impaired, and then ask for additional funding.	I am a strong proponent of institution living for the severely mentally impaired, to protect their rights.	19 year old Caucasian female using program(s) DHM.
The fact that they exist to provide services for low income people.	It seems like my experience many times I have been granted an amount and then within days the services or the amount will be changed - usually downward. It seems oftentimes, although I understand that clients are not always as patient or grateful they could be, it seems like with food stamps and cash grants from DSHS that there is oftentimes an impatience or rudeness from the DSHS staff. I do understand that they have to deal with a lot of rudeness, etc. and that they are only human.	I just want to express gratitude that these programs exist.	58 year old Caucasian female using program(s) EHM.
They help to get services like the Tree House, holiday gifts, and the social worker is a great person to work with.	Give us more money. The standards are too low for the children and their needs.	None.	65 year old Caucasian female using program(s) C.
We like the help and the workers at the office.	Every time they give us a raise in SSI, they take away 30% to 40% of the raise by reducing the food stamps.	None.	68 year old Caucasian female using program(s) EHM.
No comment.	No comment.	No, I don't think so.	24 year old Caucasian female using program(s) S.
The medical coupon comes on time each month which is a comfort to them.	They have done excellent in serving my in-laws.	None.	76 year old Asian American female using program(s) EHM.
When I am unemployed, it helps feed my daughter. The medical side good.	They need to get rid of the phone system that they have. You cannot talk to a real person - push this button, push that button, etc. When I went to the CSO, they didn't want to talk to me - they gave me a form, said fill it out and mail it back to us.	They need to have a line at the CSO where people can come in and speak face-to-face with a DSHS employee.	48 year old Caucasian female using program(s) EMS.
There has not been much to like.	DSHS needs to get with the times; standards need to increase with inflation.	Dental needs to cover braces for children and dentures for adults.	8 year old Caucasian male using program(s) EHMZ.
They help when services are needed.	Not applicable.	Not applicable.	20 year old Hispanic/Caucasian male using program(s) DM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I know that my child is being taken care of through DCS.	I get the impression that the fathers out there are getting the short end of the stick when many of the fathers are doing the best they can.	No.	28 year old Hispanic/Other Race male using program(s) SVX.
They were there when we needed help.	They do an excellent job the way things are done now.	None.	28 year old Caucasian male using program(s) EM.
Talking to someone like you, and finding out somebody does care.	Listen to me and take me seriously as to what I need.	You are a nice person.	49 year old American Indian male using program(s) EHMS.
Provide services.	Nothing.	None.	31 year old Asian American male using program(s) AEHM.
There are staff that are helpful, listen, and communicate well.	Better and more staff/client meetings to communicate ideas, services, and goals.	Not applicable.	32 year old Hispanic/Caucasian male using program(s) ADHM.
I feel very respected. They listen well to our needs and situation.	Offer more choices in dental services - places that they would not be afraid to send their own family members to. The dental services need to be available, with proper standards for dental care according to the insurance commissioner.	None.	18 year old Caucasian male using program(s) EM.
They are very helpful.	Nothing.	None.	58 year old Caucasian female using program(s) EM.
I don't like dealing with DSHS if I don't have to.	Return phone calls in a timely manner. Be more courteous to people!	No.	24 year old Caucasian female using program(s) CEMSX.
They provide medical.	Income standards need to reflect income received each month, instead of income received in the past three months. Income can change with the changing of jobs etc., and should not be considered on that basis.	None.	6 year old male using program(s) EMZ.
I like everything they provide in the way of services.	I don't know.	I want you to know that I was a soldier, and ever since I have had these mental issues.	61 year old Asian American male using program(s) H.
They are courteous to her.	Get mental health counselors.	None.	34 year old Caucasian female using program(s) EHMS.
They are prompt. The CSO staff are very courteous and I like them.	One issue is how doctors and providers look at and treat the DSHS patients with medical coupons. It's not good. I have not been successful in getting cooperation from MH clinic when it comes to ER emergency visits.	No.	15 year old Caucasian female using program(s) EHMZ.
Everything is OK. I like what I have. My family doctor is good.	I don't know.		67 year old Caucasian male using program(s) EM.
They are there when you need help.	I don't know.	None.	32 year old Caucasian male using program(s) ESX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They do good work for a lot of people.	They could have more evening classes for DASA.	I wish when people went to DSHS for help, it wasn't looked at as a service drawing from the public resources. There is a negative feeling to getting services at DSHS.	28 year old Caucasian male using program(s) S.
Help that they give me with medical for me and my kids.	Like more information on the drug and alcohol and mental health.	None.	32 year old Caucasian female using program(s) EHMS.
Our family doctor is very good.	It will be OK if everything stays on the same level. It is important not to cut existing program and hours.		36 year old Caucasian male using program(s) AEM.
I don't.	Unmarry the Division of Child Services from CPS.	Do not count medical expenses against the child support obligation, so that a part of the support goes to the children. Make vital statistics services available locally, and make them work with the child support people. Also make vital statistics accessible. The Department needs more specialized medical vendors who accept medical coupons. Do something about including cost of living into the standards for assistance. Need child care services available to disabled and incapacitated people. Need better back ground checks on CPS workers.	14 year old Caucasian female using program(s) CEHMZ.
I don't know.	I don't know.		25 year old Caucasian male using program(s) EM.
They do try to solve problems.	Really listen to the client.	None.	18 year old Caucasian male using program(s) CHJMZ.
It was easy for me once I was presented with everything that was available. The steps just lit up for me, and everything worked out beautifully.	When you are waiting in the CSO waiting room to apply for services, my fellow clients used a lot of profanity, the children ran amok with little or no supervision.	I just had a really good experience with DSHS and my life has completely turned around! I am in college and I have a job!!!	39 year old Caucasian female using program(s) EMS.
They have supported and helped people who are very much in need of assistance.	Be more open-minded at different situations that require more services than usual.	None.	31 year old Caucasian female using program(s) EMZ.
I think the fact that she is getting help is good.	I think that DSHS workers should have more cultural awareness and diversity in how they treat clients. They don't need to pity people, but have sympathy with the clients. The workers look at you like they have heard it all before.	For the medical, I have problems getting dental treatment. The coupons don't cover much in the area of dental coverage. I am diabetic and have many dental issues. I need more help with this issue.	50 year old African American female using program(s) EHM.
They provide medical and food stamps for me and I am grateful for that.	It was helpful to have the same caseworker each time that you needed assistance instead of getting someone different each time as it is now. With the same worker they understand the situation, and you don't have to explain it each time.	No.	23 year old Caucasian male using program(s) EZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Just grateful for doing what they did. They do a job that they probably don't get much thanks for.	Sometimes it was a bit confusing about which program you were going into (Cherry Street office). I got a sense they didn't have the patience to help folks who are a bit confused about what is going on.	Just the fact that I thank you for the support you gave in the last 1 1/2 years to help me where I am now. I appreciate the grant, food stamps, and medical help! Thank you!!	34 year old Caucasian male using program(s) EMS.
They are willing to help no matter what.	The wait time in the office is too long. If you walk in without an appointment, plan on being there at least an hour or more while you wait.	The Spokane program is the only one I have been through and it's a great program - the Spokane CSO is great.	28 year old Caucasian female using program(s) EMSZ.
Nothing at all.	More funding for DVR to help eliminate the long waiting list.	Thank you for the survey. I want to reiterate that DVR needs more funding and I have been waiting for three years for help.	38 year old Caucasian female using program(s) V.
They do the phone interviews now which are nice.	They could probably up the amount of food stamps they give to people. It is weird to have to prove you are a U.S. citizen to get benefits. Lots of paperwork.	No.	18 year old Caucasian female using program(s) EM.
The option to have a care provider to intervene.	When you call the 800# on back of the medical coupon, the menu options are very confusing. There needs to be an option right away to talk to a live person.	I enjoyed the option of this survey to express my opinion. I think it is wonderful that DSHS is interested in the clients' opinions.	33 year old Caucasian female using program(s) HM.
Provide medical when I need it.	Childcare approved quicker when clients do get jobs. Better communication between childcare workers and providers. Workers need to have more respect for the clients. EBT Cards are horrible. Stay in office for a whole hour just to get a replacement and it stripped out the third time I used it. Waiting time in the local office needs to be less in order to see someone.	None.	13 year old African American female using program(s) EM.
I really like the White Center CSO - they are very friendly and they listen to you. A lot of the other DSHS offices I have gone to (Ballard) I don't like in comparison to White Center. A worker at Ballard, Paul Kimball, was very personable - he came out and did a home visit when my Mom had called him. I was in a really bad spot in my life and he visited my home twice to help me get started in straightening out my life! I didn't expect anyone to care that much. I feel in some ways that he helped save my life. Bo Xayavong in the White Center office is also wonderful!	I feel like there have been times in the Ballard office when I would approach the desk and I felt like the staff were really tired and I felt like I had to walk on egg shells in the things I said to them. I feel that they should really know how important it is to listen to people and be aware of how they treat people whether they are fatigued or not.	I just want to say that Chuck was very nice and glad that DSHS is calling to get people's opinions!!	26 year old Caucasian female using program(s) EHMSZ.
It helps when you need it - when you are between jobs. They can be helpful.	The staff should answer their phones! Estimated wait time on phone might say 10 minutes - but then you must wait up to 25 minutes! This is for Rainier Office and Capitol Hill Office.	It would be nice if the Child Support office would stay open until at least 5 p.m. They close at 4 p.m. I get off work at 4 p.m., and couldn't make it before they closed.	9 year old African American male using program(s) CEMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They provide medical and services for me and my kids.	Change the way they use their phone service. On hold for 15-20 minutes waiting to talk to a live person and then sometimes you still don't get a live person you just get their voice mail.	None.	31 year old American Indian female using program(s) EMZ.
Question answered whenever I call.	Be quicker when they re-do clients' benefits.	None.	6 year old Caucasian female using program(s) EMZ.
They are kind and helpful when you apply for services.	No comment.		7 year old Hispanic/Caucasian female using program(s) EM.
You can get seen when you walk in to get the services that you need. The process runs smooth to get the information and services that you need.	Extend dental coverage to include medical cosmetic care. Need more programs to get free dental work when needed, like the homeless need and low income.	Hope that the programs and DSHS gets looked at as to improvements.	44 year old Caucasian female using program(s) EHMV.
I like the help based on each program mission.	I think the programs need more funding and more staff.	I am hoping specifically that adult mental health will receive more assistance to work with their clients.	21 year old Asian American male using program(s) DHMV.
They help that they give us.	Economic Services gave me a list of things they needed. So, every time I took information in - they said they wanted something else. A very frustrating experience.	No.	13 year old American Indian female using program(s) EMZ.
Provide services when needed with little trouble getting them.	Increase the standards for food stamps.	None.	50 year old Caucasian male using program(s) EMS.
People at the CSO office are very helpful and friendly.	Workers in family services need to be replaced.		7 year old Caucasian male using program(s) CEMZ.
They pay for all my medicine, doctors, and pay for my surgery. They help me a lot! Without it I couldn't get medicine or medical care.	Nothing.	Nope.	56 year old Caucasian female using program(s) EM.
Easy to get what you need for services.	Everything is fine I can't think of anything to improve.	None.	31 year old Caucasian female using program(s) EHMZ.
They are organized and don't have you waiting a long time.	They are doing a good job.		4 year old Hispanic/Caucasian male using program(s) EM.
I could get in (the DVR office) and get out without waiting.	I don't know - they're doing all they can, really. They just need more money.	Not applicable.	41 year old Caucasian female using program(s) V.
They are knowledgeable about other resources and are willing to work with you.	I like for DCS to be more aggressive in pursuing child support before you have to apply for assistance.	None.	35 year old Hispanic/Other Race female using program(s) AEHMZ.
Some of the people who work there; some people help a lot.	They need to give people more help when they need medical.	Not applicable.	36 year old Caucasian female using program(s) DMV.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
What I like about the Department is the different services like the medical and mental health which are very important to me. Overall, when ever I needed help, I got the help I needed.	I don't have anything on improvements.	I just want to thank DSHS for their help and being there for me; otherwise, I don't believe I would be alive today or sane.	59 year old Asian American female using program(s) EHM.
The fact that they got better in dealing with me and understanding what I need.	Working on listening skills. They need to find a way to work with the local dentists so adults can actually receive care. This is assistance outside the loop of Interface and Sea-Mar. Need to learn to watch what they say and who they say it to.	Need to understand that there are exceptions to the rules and standards.	29 year old Caucasian female using program(s) AEM.
DVR was pretty easy to deal with. The counselor with whom I worked was easy to talk to and knew what I needed.	DVR should deliver services more quickly - no waiting lists.	None.	19 year old Caucasian male using program(s) V.
Nothing, really.	I don't know. Have more jobs available, I guess. I ended up going out and getting my own job.	Not applicable.	65 year old African American female using program(s) V.
They provide a childcare program which really helps me.	They should use your net pay and not your gross pay when they ask for income for assistance standards.	None.	28 year old African American female using program(s) EM.
Provides necessary care and help.	Nothing.	None.	5 year old Caucasian male using program(s) EMZ.
Willingness to help.	Shorten the waiting time when going into the CSO office.	None.	4 year old Caucasian male using program(s) E.
Provide me with the assistance that I need. I talk to a real person and not a machine.	Increase food stamp standards. Explain things better and give more information about services.	None.	70 year old Caucasian male using program(s) EM.
They have really helped me with my medical in some ways. I have a spend-down, and some months medical helps me.	Make a person's spenddown easier to deal with. Some months I have a lot of medical expenses and other months I don't. It would be nice to have a list of the places that provide food for low income people so that you would know where to go to get some extra food because the food stamps are not enough.	None. You are so nice, and thank you for listening to me about my spend-down problems.	68 year old American Indian female using program(s) M.
The fact that I get services available to me that I would not get otherwise.	Get responses in a more timely matter. Don't like waiting for three weeks for an answer. More dentists in the local area that accept medical coupons.	None.	21 year old Caucasian female using program(s) EMS.
The medical help.	They shouldn't include SSI as income for the food stamp program.	None.	1 year old Hispanic/Other Race male using program(s) DEMZ.
Just that I don't have to worry about any of the medical bills.	It seems that Basic Health sends us forms to complete and DSHS also sends us forms to complete - it would be great if the two operations could combine some of the forms!	I don't.	12 year old Caucasian male using program(s) M.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The help.	Make it easier to talk to a live person.	None.	34 year old Caucasian female using program(s) E.
People we deal with are great. I like our case manager.	Don't know I like everything I get.		42 year old Caucasian female using program(s) AEM.
The COPES program.	They should include out-of-state care in the Medicaid program.	None.	49 year old male using program(s) AEM.
No opinion.	Have a pamphlet that explains what is available in a concise way.	No comment.	9 year old Caucasian female using program(s) M.
They are very kind and helpful,	I haven't any opinion - so far I'm satisfied.		47 year old Hispanic/ female using program(s) V.
That I don't really have to worry about being billed for medical services.	All is OK.	No.	3 year old Caucasian male using program(s) M.
Good programs are offered.	Not cut funding.	None.	21 year old Caucasian male using program(s) DMV.
They help you get out of a rut.	Nothing.	Nope.	27 year old African American female using program(s) EM.
I have to say that your phone call today and my support enforcement person (Chris) have been the kindest persons at DSHS to me. Staff usually make me feel that they aren't happy to have their job and it shows when they speak and work with me.	I have trouble finding doctors & dentists that will take the medical coupons. Dentists are a particular problem - I would estimate 90% or more of dentists won't take them. At the Alderwood CSO, I dealt with [Name Redacted] or [Name Redacted]. She has an accent and was rude to me. She was very snappy and rude to me last Friday, March 23. DSHS needs at least two days per week when the CSO can be open until 8:00 p.m. Maybe make the last appointment for 7:30 p.m. I think they definitely need to have staff with specific caseworker and not a call center. The current system is extremely non-personal. I feel like just another number! They need more caseworkers! When I call the 800 toll free number on back of medical coupons, it is awful to sort through the queuing system until you finally get a live person. It is difficult to make some of the choices! Clients need an answer to questions even if some workers are off work for a week. The waiting list for subsidized housing is at least five years long!	I think that there should be more help with food assistance! I think more people (including myself with one income) need help with food!	9 year old Caucasian female using program(s) EMZ.
System convenience of using the food stamp card is great.	Deal more with the office over the phone instead of going into the office to get services.	Limited funding makes their job difficult because they have to turn people down that they don't want to.	63 year old Caucasian male using program(s) E.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
That they are there to help with needs.	Confidentiality is needed at the front desk.	None.	6 year old Caucasian male using program(s) EMZ.
The DSHS office is new in Puyallup - it is more convenient and much more efficient. Sign in on computer is great.	Staff are helpful but seem to be disorganized. It seems that I would talk to different workers about the same topic and get completely different answers. I am speaking of the Puyallup office.	No.	2 year old Caucasian female using program(s) EMZ.
Thankful for their helping me with the benefits of medical and food stamps for my family.	Nothing to change.	None.	69 year old Asian American female using program(s) EM.
That they are there to help if you need the help.	Currently I am getting \$53 per month in food stamps for a family of four! That is not enough!	No - I just wish I could get more food stamps!! \$53 is not enough!	48 year old Caucasian female using program(s) CEHM.
Being able to be eligible for DSHS funding.	Raise the minimum income level to be eligible for DSHS services.	I would like to be eligible for medical coupons and food stamps again. I really need those things, but I lost my eligibility 3-4 months ago.	56 year old Caucasian female using program(s) EM.
Quality of service.	Nothing	None.	50 year old African American male using program(s) EHM.
Provide you with services that are needed.	Change the standards for working parents, especially with food stamps.	None.	5 year old Caucasian male using program(s) EM.
The people that you talk to are very friendly and provide good customer service.	Have more than one person at the front window so clients don't have to stand in line for such a long time.	Nope.	58 year old Caucasian female using program(s) EMV.
I like it because it is only a short term option for my family.	I think that the dental program needs to be improved greatly. The service is fine but access to dentists is terrible! I think the staff at ESA are great. But, the monthly assistance grant of \$440 for two people is simply not enough. It should be more. Some staff in CSO don't treat clients as respectfully as they should! Although, some do!	Nope.	12 year old Caucasian male using program(s) EM.
Nothing.	Maybe listen to clients a bit better!	No.	28 year old Other Race male using program(s) EHMSX.
They were pretty explanatory about the different programs before I made a decision as to what I wanted to do.	I didn't like the way we got pressured into having our doctors do paperwork that the doctors weren't really happy about doing. My doctor said he didn't want to do them and that he was trained to be a doctor not a paperwork completer.	No.	16 year old Hispanic/Other Race male using program(s) EM.
The service that they give my family.	Nothing.	None.	14 year old Asian American female using program(s) EM.
Just the medical - it's for my son and you don't have to pay anything.	No comment.	No.	35 year old Caucasian male using program(s) EMSB.
Provided service when I needed them.	Nothing	No. I appreciate the help that I have received.	49 year old Caucasian male using program(s) EM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	Can't think of anything.	No.	18 year old Hispanic/Other Race male using program(s) M.
The best thing is that it is fast and quick.	When I called the CSO regarding the CHIP program and the DSHS staff person was very rude to me. Olympia CSO - her name was [Name Redacted].	No.	4 year old Hispanic/Other Race male using program(s) EM.
I like the fact that you can go to DSHS when you need help.	Have shorter lines and less waiting in the waiting room.	No, I don't think so.	15 year old Caucasian female using program(s) EMZ.
I like it that the application process is simple.	I think that DSHS could have happier and more professional staff. The people at the front desk, in particular, [Name Redacted], were very rude - Bremerton office. I will not work with her anymore since she is so very rude.	I want to know why you are doing this survey [Note: Interviewer answered this question.]	3 year old Asian American male using program(s) CEMZ.
They give you the service that you need and really try to help you.	Increase food stamp amounts.	None.	48 year old African American male using program(s) AEM.
I guess that they helped me out as much as they could.	System should be set up so that people hurt on a weekend can be covered and get medical care. (Note - she said she was not a client when this happened)	No.	32 year old Caucasian female using program(s) EM.
Childcare program is great.	Some of the forms do not apply to the circumstances of a child being in foster care.	None.	42 year old Caucasian female using program(s) E.
I like them because they provide help when I need it.	I think overall they are fine.	No.	14 year old Hispanic/Other Race female using program(s) MZ.
Medical care is good. It is essential - when you have good health, you have everything else.	Not all doctors are covered by medical coupons - especially some dentists.	None.	40 year old Asian American female using program(s) EM.
I think they have fairly good communications between the different DSHS programs and keep each other abreast of developments.	Children & Family Services - my caseworker didn't seem to have the time to help me. I called her over and over and didn't get called back. Maybe CFS needs some more staff?	No.	34 year old Caucasian female using program(s) CEHMSVB.
Getting a nice person to help you.	Increase food stamp standards.	None.	67 year old Caucasian female using program(s) EM.
It is convenient. I can do everything over the phone or through the mail.	Make services available for adults that are not pregnant.	None.	1 year old Caucasian male using program(s) M.
Help me with assistance for the grandchildren for many years.	Increase food stamps.	None.	17 year old American Indian female using program(s) EMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing rather than be helpful. Your staff appears to create more blockades.	Hire more people who are culturally complete and can listen to the needs and goals and answer its clients.	It's my opinion that DVR is not really interested in training or helping people move forward. They're more interested in not doing their job, thereby always guaranteeing their jobs.	52 year old female using program(s) V.
I have the option to go in to the office or I can call in to the office.	In December, I applied for services and received a letter from DSHS saying I had an appointment that same day. I missed the appointment because the DSHS letter was late. I had a difficult time in getting rescheduled and had to visit the office three or four times. The dental office told me that they would do everything they could under medical coupons and then we will discuss services not covered by coupons that you will have to pay for directly. She needed a root canal, but coupons did not cover that service.	I think overall DSHS works the way it is supposed to. My only concern is the appointment issue I mentioned and the issue with dentist.	9 year old Hispanic/Other Race female using program(s) MZ.
No comment.	Please let us have good doctors and have doctors with better techniques. Also, some doctors don't accept the medical coupons. When one calls the toll-free number, you must wait a long time. That is a waste of DSHS money and my time!	It is very hard to meet with my ESA social worker since he is so busy. Regarding medical assistance - thank you. DSHS had the best work force - thank you very much!	82 year old Asian American female using program(s) EM.
They are polite and very helpful.	Go after the dead end fathers that don't want to pay.		61 year old Caucasian male using program(s) X.
The way they are real clear in their explanations.	Maybe speed up things when you first walk into the CSO.	None.	31 year old Caucasian male using program(s) EMX.
They help you as soon as possible.	I am OK with most of their services.		6 year old Hispanic/ female using program(s) CEHMZ.
The process has been easy for me. They just take the support out of my pay check.	Track the child support they collect to insure it is spent on the children.	None.	40 year old Caucasian male using program(s) X.
They work fast and timely in assisting.	Satisfied with service.		8 year old Hispanic/ male using program(s) EHMZ.
I like the Healthy Options for children, which provides full coverage - it is a very big help.	I would like to have the same caseworker. I have been switched back and forth between many caseworkers! The annual case review is a battle. They ask for paperwork, I submit it and then DSHS asks for move paperwork - it is at least a 1.5 month battle to get it accomplished.	I think that the doctors we have through Community Health are wonderful and very considerate. But, we struggle with a lot of DSHS paperwork bureaucracy.	5 year old Caucasian male using program(s) M.
I have a really good case manager at the CSO and she really helps me out. Most staff are really good at the CSO.	I have a history of migraines. My doctor said I needed a CAT scan and my primary care - Molina - will not pay for it. Molina says that I have to start passing out before they will pay for it!	Nope - that is it.	4 year old Caucasian male using program(s) EMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Very helpful.	Have more Spanish speaking employees		91 year old Hispanic/Caucasian female using program(s) AM.
I feel it is a necessary service.	DCS should follow up with relatives of the absent parent for information to locate the absent parent. Normally these relatives are not talking to the other parent.	None.	43 year old Caucasian female using program(s) Z.
They are like a circle and are close together. Access is really good.	Nothing they could do - they are really good in Forks.	The dental program should find more dentists that will accept the medical coupons.	39 year old American Indian female using program(s) CEHMSX.
I don't know right now.	I think the workers at the different divisions need to work together as a team and share information.	None.	20 year old African American male using program(s) EMX.
Nothing.	Don't treat all men like they are dead beat dads.	The Support Enforcement office in Everett cleared up a passport release problem in just one day and got my passport to me immediately. This was great, as I had to leave the country and couldn't until the lien on my passport was released.	49 year old Caucasian male using program(s) X.
They respond quickly to my needs.	They need to let their services to be known better to people who experience medical hardships. I got really sick and that's how I ended up with DSHS. I had open heart surgery. If I didn't ask about the services, it would have taken a lot longer for me to find out about it if I didn't already know.	DVR - I understood what they did . But after the interviews, etc., then it's kind of a dead end. I was on a waiting listing and they were not really specific about what options were available to me.	30 year old Caucasian male using program(s) EMV.
No comment.	No comment.	No.	24 year old Hispanic/Other Race female using program(s) M.
They are courteous and neutral.	I cannot think of anything.	None.	29 year old Caucasian male using program(s) X.
We have gotten all the help that we asked for.	We have been taken care of in a reasonable length of time. I don't have complaints.	No.	69 year old Caucasian male using program(s) CEM.
When I no longer needed their services.	Have every customer service representative come up with the same answer to the client.	The workers for DSHS do not consistently follow the administrative code in making determinations on eligibility.	51 year old Caucasian female using program(s) EZ.
I like the fact that I didn't have to wait so long in the lobby and the entire process went well. They are very good at getting people through whatever line you're in. When you talk to a social worker - they get to the point.	Everything that DSHS did for me went well.	I was really surprised to get the two letters in the mail from DSHS - you are really into people.	35 year old Caucasian male using program(s) CEMSB.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I did not want to deal with them at all; however, it was something that had to be done.	Reinstate my medical coupons.	None.	63 year old Caucasian female using program(s) EMZ.
The quality of service that I received.	Nothing	It is a good service.	44 year old Caucasian female using program(s) EMZ.
No comment.	No comment.	No.	37 year old Caucasian male using program(s) X.
The help they provided to my family.	Nothing.	None.	32 year old Hispanic/Other Race male using program(s) X.
Nothing.	Be more willing to work with the guy who has to pay child support.	None.	27 year old Caucasian male using program(s) X.
I am just glad that it is available.	Have more counseling staff which would allow more one-on-one activity.	No.	38 year old Caucasian male using program(s) S.
Provide services when eligible.	Help those in need regardless of eligibility. Medical and dental should be available for those that need it.		2 year old Other Race female using program(s) EMZ.
I really don't like dealing with DSHS!	Answer their phones - I always get voice mail!	No.	8 year old Caucasian female using program(s) M.
The TANF program and the WorkFirst program.	I am not really sure.	I think it is a really great program.	51 year old African American female using program(s) EMZ.
The overall feeling that they want to help me.	Maybe offer more help to people with disabilities.	None.	41 year old Caucasian female using program(s) EMX.
I like my case manager.	I'm not sure.		46 year old American Indian male using program(s) X.
I don't know.	Nothing	None.	43 year old Caucasian female using program(s) EM.
That I get somebody nice every once in a while.	Workers are burned out and they need to be in a position where they are not dealing the clients. Sometimes they are not the nicest people.	Nothing.	27 year old Caucasian male using program(s) EM.
Once support is set up they pretty much leave you alone.	Stop taking away the parents' drivers' licenses so they can work.	None.	34 year old Other Race male using program(s) X.
Quick responses to my questions.	I don't know.	None.	35 year old Caucasian male using program(s) X.
I like the fact that when you get good workers they really care and work hard to help you.	I think DSHS needs to be more interlinked, where they communicate more with each other and share information.		31 year old Caucasian female using program(s) EHMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I glad the help is there for people who need the help.	Need to raise the standards.	None.	63 year old Caucasian female using program(s) Z.
Easy access over the internet.	I don't know.	None.	45 year old Caucasian male using program(s) X.
They are informative.	Have a support system for fathers who pay their support and want to see their children.	None.	36 year old Caucasian male using program(s) X.
No comment.	Othello office - They shouldn't stereotype people. They made me feel like I was like homeless people or people that never work. I applied only because I had an emergency. My husband lost his job. They scheduled an appointment way out in the future - we were out of food and DSHS didn't seem to care. The receptionist was not polite to me. She needs to have more people skills - she was not polite. My daughter has asthma and the medicine that she needs the most - DSHS wouldn't cover it. I have to pay for it myself.	The social workers and receptionist should treat people with respect and not think we are all the same. The help is there for when you need it, and I don't want to abuse.	4 year old Hispanic/Other Race female using program(s) EM.
The help they provided to us when we are in need.	DSHS needs to quit asking for the same information over and over once you have already provided it.	Quit changing the caseworkers so often.	38 year old African American male using program(s) EMX.
The best thing is the help.	I don't know.	None.	16 year old Hispanic/Other Race male using program(s) SX.
They do help out with food and medical when someone needs it.	Omak CPS office - there are two workers there that absolutely perjured themselves - they lied. [Name Redacted] and [Name Redacted] are the two workers - especially [Name Redacted]. Instead of getting the children back with the mother & father - CPS looked at adopting the children out.	The only comment is negative about the Omak CPS office - it is a sad situation.	26 year old American Indian male using program(s) CEMSX.
I like that I can log into their web site and check out balances, etc.	I think that I would like to see the more training of staff regarding men being the primary caretaker. I am the primary caretaker but I am the one paying child support.	More than two years ago, I had an incident where I was told by my child support caseworker essentially that because I am a man - I am able to make money - collecting child support in my behalf was not a priority. This was a female worker! Also, I have been transferred between workers way too much! I haven't been contacted or been given an update in a long time - maybe it's been two plus years since I have been contacted.	31 year old Caucasian male using program(s) Z.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	Take more individual look at peoples individual needs and expenses in determining amount eligible to receive.	None.	58 year old Caucasian male using program(s) EMX.
There was someone like a social worker there to help us decide what services that we needed.	The different departments did not communicate between themselves very well.	None.	53 year old Caucasian male using program(s) C.
Friendly and caring workers.	Nothing.	None.	59 year old Caucasian female using program(s) C.
They are always helpful.	Medical needs broader coverage for dental.	None.	25 year old Caucasian female using program(s) EMZ.
Nothing.	DCS appears to be more for the female non-custodial parent than the male custodian parent. They should be collecting regardless if it is for a female or male custodial parent.	None.	34 year old Caucasian male using program(s) X.
Communication on the phone.	Workers need to have more patience.	None.	47 year old Caucasian female using program(s) X.
The helpfulness of the DCS worker.	DSHS does a pretty good job for a bureaucracy.	None.	48 year old Hispanic/Other Race female using program(s) Z.
One month I did not get my Medical Coupons and stopped by CSO. They issued me the coupons - I liked that.	One thing, I could see improvement with medical coupons - have more doctors to accept the coupons, especially Chinese speaking ones!	My wish is that I hope that medical coupons would allow expansion to the Chinese physician area so they can accept the coupons so I could use a doctor that speaks my language.	58 year old Asian American female using program(s) EM.
The help and structure they provide.	Have more positive staff members.	None.	20 year old Caucasian female using program(s) CEMSB.
None.	Would be nice to know about the other services you provide. No one has ever volunteered to tell me any helpful information.	None.	51 year old Caucasian male using program(s) CX.
Pay attention and try to help as much as possible.	More doctors to accept medical coupons.	No comment.	52 year old African American male using program(s) EMV.
Provide you with the service that you needed.	Nothing.	None.	42 year old Hispanic/Caucasian male using program(s) C.
They were able to collect the back support.	When you call DCS, you go through an automated system including most commonly asked questions. There needs to be an option to talk to a live person to answer questions.	None.	41 year old Caucasian female using program(s) Z.
Don't deal with the department.	Have workers that are truthful in the statement that they make plus follow through with promise.	None.	42 year old Caucasian male using program(s) CX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Help that they provide for us with medical and food stamps.	Get two of the same letter and doesn't understand why when they say the same thing. Received the letter just one day before the appointment or on the appointment day. Need more time to revue my schedule so that I can get to the appointment.	Very grateful for all the services that I do receive.	6 year old Hispanic/Caucasian female using program(s) EMZ.
They are easy - they are nice & helpful.	Nothing.	No.	20 year old Caucasian female using program(s) M.
They pay me back when I overpay them.	Check up on the children more often. Making sure that they are still staying at the same residence.	None.	40 year old Caucasian male using program(s) CX.
For the most part, I always can get a live person.	I would love to have access to some type of orthodontics.	I think that they should find a way to get orthodontic coverage for the ones that truly, truly need it.	10 year old Caucasian male using program(s) EM.
For the most part they were very forthright.	The paperwork is difficult to understand and my verbal question wasn't really answered.		27 year old Other Race male using program(s) EX.
The medical benefits for my son.	More staff to provide help - there are so many clients.	Nope.	16 year old Caucasian male using program(s) MZ.
The help.	Hire people who actually care about the people they are helping.	I am glad the State is doing this survey and that I had an opportunity to participate in the survey.	26 year old Caucasian female using program(s) EMZ.
The case counselor at the welfare office.	Make the drug and alcohol assessment experience more personable and tailor the recommend treatment around the person.	None.	24 year old Caucasian male using program(s) SZ.
Nothing.	My DSHS caseworker was rude on the phone when I asked to be re-educated. Someone at DSHS sent me a brochure about re-education and I simply asked about it. It is difficult to find a doctor that would take the coupons. Also, the pharmacies didn't want to take the coupons.	No - I have already said it.	60 year old Caucasian female using program(s) M.
Caring people.	Listen to both sides.		56 year old Caucasian male using program(s) C.
Spanish interpreter available for interviews.	DSHS needs to have Spanish employees in office. Sometimes I have to wait for interpreters.	None.	8 year old Hispanic/Other Race female using program(s) EM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	They need to be more connected with other DSHS staffers. I got numerous communications and it was obvious that there were duplications and communication wasn't there. DVR - the waiting list is terrible. They told me that I wasn't injured severely enough but they put me on a waiting list.	They need to communicate between the staff to keep clients informed correctly.	43 year old Caucasian female using program(s) EMSVX.
They are prompt and timely on yearly review (mail contact).	No comment.	None.	6 year old Hispanic/ female using program(s) M.
It's easy.	I don't know.	No.	28 year old Caucasian male using program(s) EHMS.
They provided help which was needed.	Situations are not always the same for each case, and conflicts needs to be dealt with according the situation. Phone interviews instead of face-to-face to interviews are sometimes necessary.	None.	35 year old Caucasian female using program(s) CEMZ.
The help.	I had one instance where the child support payment was not received on time. When I made inquiry, the response by the DCS worker was not adequate, and that worker was not advocating for the children. I believe their obligation is to advocate for the children at all times.	None.	53 year old Caucasian female using program(s) Z.
The staff are usually there and open minded and try to help you as much as possible.	I would say instead of having to do three different interviews for the three services - do one interview for all three. I am going to school and it's hard to schedule three interviews. DCS needs to listen when someone says "I don't know where this person is at," instead of sending out a questionnaire constantly for information that I don't have.	No.	25 year old Caucasian female using program(s) EMZ.
That they provide the help needed.	Communication problems. People at the office need to know what they are doing. Stop making you go through hoops over and over for the same thing. Need to speak English and understand English when communicating with clients. Most workers are Russian, Spanish or Asian and don't communicate with us very well.	None.	30 year old Caucasian male using program(s) CEM.
They help when you need it.	Upgrade their medical. When on GAU it should also cover mental health not just the medicine but also the doctors to get the medicine for mental health drugs.	None.	33 year old African American male using program(s) CEHMSB.
That they notify me timely on my yearly review and don't delay benefits.	So far, I do not have any comments.		17 year old Hispanic/ male using program(s) M.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They were good about calling me back when I left a message.	I like to see a system in place where the Office of Child Support would facilitate contact between the non-custodial parent and their children.	None.	33 year old African American male using program(s) X.
Overall they have helped us.	In my opinion, DSHS needs to help the working families more and the dead beats less.	I appreciate the help they have given us.	9 year old Caucasian female using program(s) EM.
The fact that my child gets assistance when needed.	Double check resources on both sides. What is actually being paid by who before a decision is made.		36 year old Caucasian male using program(s) X.
Nothing.	Not get involved when the non-custodial parent is willing to pay the support.	None.	40 year old Caucasian male using program(s) X.
People that are working there.	Increase food stamps and financial aid.	None.	32 year old Caucasian female using program(s) CEMZ.
That it was effective at a time that we were in need.	When my husband and I were on an open coupon medical basis for a short period of time, it was very hard to find a dentist that accepted the medical coupons. Preventive dental work for adults would be very beneficial.	No. I said it was very helpful when we were in need.	7 year old Caucasian male using program(s) EM.
A way to help me get my life turned around and together. I would not have been able to do it without them.	More workers.	Think the quality of services depends on the county that you live in. It really varies county to county.	23 year old African American female using program(s) CEHMSB.
Nothing really.	They could try and help out people that don't have as many problems as pregnant women or homeless people. Young people like myself, living on my own, have a lot of trouble getting help from DSHS.	No, that's about it.	20 year old Caucasian male using program(s) MSZ.
The people in the office.	Hire more people.	None.	35 year old Caucasian male using program(s) V.
Free medical care. Also, that I can get any services that are needed - allergy treatment and specialties are covered for my son.	My sister-in-law is attending college, and must work 20 hours per week so that DSHS will pay for child care. She also attends classes 40 hours per week, and then has an additional 20 hours of homework per week. I think a person's individual situation should be considered.	I love that DSHS can operate without face-to-face contact. It can be done by phone and/or e-mail.	2 year old Caucasian male using program(s) M.
They have sent information in the mail timely, and [Name Redacted] to get approvals timely. Eye glasses took a while to get for [Name Redacted], though.	I can't go into office and get a person to talk to me. They want me on phone, and I can't hear.		15 year old Caucasian male using program(s) EMZ.
What I like best is I don't have to deal directly with DCS.	Make the custodial parent accountable for the child support received.	None.	34 year old Caucasian male using program(s) X.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing	Don't know.	None.	43 year old Caucasian female using program(s) CX.
They have been helping with the medical coupons, medication and counseling. Also, the GAU helps with the rent. The food stamps also help.	When I call the CSO, I have to wait a long time on hold. I get a letter saying they never got something, and I will call them to see if they got it or not, leave a phone message, and sometimes I never get called back.	I liked the help I got!	24 year old Caucasian male using program(s) EMX.
Provided services when needed for our son.	List of services and people able to help for youth programs.	None.	50 year old Caucasian female using program(s) C.
The workers are very nice and respectful.	Improve their child protective services Accurate information before they come out and upset your life.	None.	27 year old Caucasian female using program(s) CEMZ.
No comment.	Make it a little easier to contact the DSHS office - get a live person instead of recordings.	No.	15 year old Caucasian female using program(s) M.
The medical provided for my daughter.	DCS workers should not make it personal.	None.	38 year old Caucasian male using program(s) EMX.
They provide me with services that I need. Some workers have gone the extra mile to help and take care of me and my family.	Needs to be more communication between the workers of the different programs and listen to the problem before they make a decision. Dental coverage should be available at the UW and it should not be denied because you have a medical coupon.	None.	37 year old Caucasian female using program(s) CEMZ.
I like that the child support payment come directly out of my pay.	I don't know.	None.	35 year old Caucasian male using program(s) X.
They are very helpful.	No comment.	None.	5 year old Hispanic/ male using program(s) M.
I have good rapport with most staff. It is really important to me to have the medical coupons.	Everybody does what they are supposed to be doing - I have no complaints.	No, I think that DSHS has long range plans and that they are beneficial and working. It is on course!	60 year old American Indian male using program(s) M.
I don't really care to deal with them.	Need more people vs. automation.	None.	39 year old Caucasian male using program(s) X.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
There is nothing that I like dealing with them. I feel that once a person reaches a certain age - by forceful retirement (injury) or SS retirement at age 65 - DSHS definitely serves a purpose in some cases. But, in other cases, they become overbearing in their need to accumulate data and information. I have at times felt overwhelmed at the inability to receive services that I felt were necessary for my well-being. I felt depressed, misled, and misdirected by incorrect responses to their policies.	I think that the spenddown should be eliminated. I think it is unreasonable, very unreasonable, to expect people to have to pay that money in order to keep from being forced to endure certain situations that are life-threatening. My teeth - when my upper ones become infected it can cause blindness, blood poisoning, gangrene in the facial structure - it can be an absolute death sentence. My income is about \$10,000 per year and the required medical spenddown is \$1,100! It is difficult to find a dentist that accepts the dental coupons.	We have already skimmed the surface.	74 year old Caucasian male using program(s) M.
That I could talk to them.	I don't know.	None.	39 year old Caucasian female using program(s) CEMB.
It has been a real clean experience - cut and dried - never had any problems.	All OK with us.	My husband and I have been real happy with the way things have gone.	4 year old Caucasian male using program(s) M.
No comment.	They do not treat you well at the South Side CSO (client lives in Sunnyside).	None.	6 year old Hispanic/ female using program(s) EMZ.
They provide me with a statement each month to show what I have to pay and it acts as an accounting system to show that my payment is made each month.	Putting people in jail and suspending their licenses does not help in providing the income to be paid for support. There are other ways to force people to pay.	None.	39 year old Caucasian female using program(s) X.
Nothing.	Cut out the paperwork.	None.	32 year old Caucasian male using program(s) C.
I don't have an answer for this question.	I think they should come down harder on the guys that are not paying.	None.	36 year old Caucasian male using program(s) X.
They provide me with services when ever I need them.	Shorten the length of time in order to change the amount of child support owed. When circumstances change you should not have to wait three or four years in order to adjust the amount of support you pay.	None.	32 year old Caucasian male using program(s) CX.
They provide you with the help that you need.	Make sure that they enter information correctly into the system because they keep getting things mixed up.	None.	20 year old Caucasian female using program(s) EMSX.
Nothing	The waiting period to receive assistance after a loss of job, injury, etc. is too long. It should not be six months or a year because you need the assistance now and not later. Budgeting of the income for assistance when the job has ended, and there is no income to budget is wrong and should not be done this way.	None.	40 year old Caucasian male using program(s) C.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Like the WorkFirst program.	Help find employers for the WorkFirst program.	DSHS in Newport does very good work.	29 year old Caucasian male using program(s) CEX.
They are very nice in trying to help.	Work more timely so we do not wait so long in getting our benefits.	None.	9 year old Hispanic/ female using program(s) M.
I like the phone access.	I have no problems.	No.	45 year old Caucasian male using program(s) CEM.
Nothing.	Communication between workers. I don't know what happens to the paper that we fill out. It just disappears and we have to start all over again.	None. You are a nice person, and thank you.	48 year old Caucasian female using program(s) CZ.
They treat you well and work very well at resolving problems.	No comments. I am satisfied with DSHS.	None.	1 year old Hispanic/Other Race female using program(s) EM.
They make for sure everything is done in a timely matter.	Improve their CPS staff in training and listening skills.	None.	36 year old Caucasian female using program(s) CEMZ.
I don't have to deal with my ex-wife.	Nothing.	None.	44 year old Caucasian male using program(s) X.
Nothing.	Look at each case thoroughly on an individual basis before taking drastic action that could prevent the non-custodial parent from being able to pay his support. What happened to me was they suspended my drivers license while I was unemployed and they have interfered with my ability to make a living so I can pay the support.	They need to talk to everyone involved before taking detrimental action, and look at the individual circumstance and past history.	37 year old Caucasian male using program(s) X.
Lot easier to use the computer than taking a number and waiting for your turn.	Nothing.	None.	41 year old Caucasian female using program(s) CEMS.
Support to cover high cost of day care.	Raise the standards for who is eligible and not.	None.	37 year old Asian American female using program(s) C.
Provide me with the services that I need.	Simple check-in phone calls to follow up on situations better.	None.	35 year old Caucasian male using program(s) C.
I don't know.	Mandatory reviews on the child support obligation every couple years.	None.	55 year old Caucasian male using program(s) X.
Not sure.	I don't know.	None.	45 year old Caucasian male using program(s) EMX.
I like the automation for payments of child support.	I don't know.	None.	37 year old Caucasian male using program(s) X.
Helped me get on my feet and provided me with services to become self sufficient.	Nothing.	None.	38 year old Caucasian female using program(s) CEZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Don't treat you like you are low class, and they provide you with the services that I need.	Nothing.	Wish that they would crack down on the people that are abusing the system. because that makes it hard for the people that really need the system to get assistance.	34 year old Caucasian female using program(s) CEZ.
They are like family. They provide the services that we need and go beyond in helping to provide these services.	Nothing at this time.	None.	19 year old Hispanic/Caucasian male using program(s) CHMVZ.
Help for my family	Increase the financial standards.	Thank you very much. I would be lost without DSHS.	43 year old Caucasian male using program(s) CEMB.
Learned a lot from DCS.	Extend their hours to include Saturday.	None.	31 year old African American male using program(s) X.
The caseworkers are really friendly.	The lady at the front desk is not too willing to help me and is not very courteous either. Her name is [Name Redacted] in the Oak Harbor office.	Keep doing what you guys are doing.	1 year old Caucasian male using program(s) CEM.
There is help when I need it.	Help a little more with people that need the help.		29 year old Caucasian male using program(s) CX.
They are usually courteous. I work with them over the phone so I don't have face-to-face contact with the staff.	I don't know.	No.	47 year old Hispanic/Other Race female using program(s) CZ.
Helpful.	Little more courtesy and politeness.	None.	19 year old American Indian male using program(s) C.
Provide services when needed.	Go after the absent parent in other states and collect support.	None.	44 year old Caucasian female using program(s) CZ.
Medical portion is great, but not the mental portion.	Do their jobs, know their programs, and be there to help the family and not jump to conclusions.	Hopes that it gets improved.	37 year old Asian American female using program(s) CEMX.
Help that they provide.	Nothing.	None.	23 year old Hispanic/Caucasian female using program(s) CEMB.
Nothing.	It takes forever when I go into the DSHS office. Why can't they be a little faster?	None.	27 year old Caucasian male using program(s) CEX.
They helped me when I needed it.	Not push people into things that they are not ready to do by telling them they are going to cut their services if they don't do it.	None.	37 year old Caucasian female using program(s) CEM.
They have been good with providing me with the services that I needed.	Drop Community Health Plan of Washington. It is really hard to get health care with that plan.	None.	24 year old American Indian female using program(s) CEMSB.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They're friendly and helpful and provide me with the services that I need.	Nothing.	None.	22 year old Caucasian female using program(s) CEMSB.
In general, I felt that my experience with DSHS was professional.	The Food Stamp aspect was excellent. Support Enforcement was abysmal. I had to ask for a Fair Hearing three weeks ago and haven't heard a thing from DSHS. I have opportunities to go to work immediately but my worker at DCS - [Name Redacted]- demands \$500 payment up front or they won't allow my driver's license to be released. I don't have the \$500. If I had it, I would pay it. I need my license to work as a truck driver or a cab driver. This is a Catch 22 situation.	Obviously, the licensing part of Support Enforcement needs to be looked at on a more personal level - a case-by-case basis. It's self-evident at this point what the problem is.	43 year old Caucasian male using program(s) EX.
Treated me with respect and provided me with services.	Better communication with the court system between the client and the social worker.	None.	32 year old American Indian female using program(s) CEZ.
Providing a service that is needed for dead beats.	Nothing.	None.	41 year old Caucasian female using program(s) CZ.
They were pretty quick in helping me.	No comment.	I don't.	34 year old Caucasian female using program(s) EMZ.
Everything I get is a big help to me. I like everything. My case manager is very attentive.	I am satisfied with everything.	None.	79 year old Caucasian female using program(s) EM.
They assist very well.	The wait for services.	None.	1 year old Hispanic/Other Race male using program(s) M.
Provide me with services that I need.	That CPS needs to communicate better with CPS workers.	None.	27 year old Caucasian female using program(s) CEHMZ.
Better than California.	Some aspects of the services are not clear or specific, i.e. the laws/guidelines. Sometimes can't enforce these laws, which is frustrating, and clients are unable to afford attorney or go to court.	Hard to find dentist to accept coupons. Not satisfied with domestic violence program/referrals.	40 year old Caucasian female using program(s) CEMB.
It has been very easy. They have been very helpful in getting the medical coupons.	Nothing.	No.	16 year old Caucasian female using program(s) M.
They helped me.	I like the way it is run now.	No.	49 year old Caucasian female using program(s) Z.
The workers treat us well in the Wapato CSO where we go for assistance.	The wait to see a worker sometimes takes half a day - a long wait!!	None.	15 year old Hispanic/Other Race male using program(s) EM.
They treat the elderly very good.		Keep the kids safe.	57 year old American Indian male using program(s) CX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They help you with things you need.	No, everything was good.	They are really helpful.	21 year old Hispanic/Other Race male using program(s) EMS.
Had to be patient because everyone cannot get help at the same time. Provided my family with the services needed.	Someone on L & I whose income is too high for medical, but L & I will only cover the injury and not the other medical problems, so what do you do? How do you get medical to cover when you are diabetic and need insulin?	None.	57 year old Hispanic/Caucasian male using program(s) CEM.
They help my family with great services.	Better about returning phone calls, and explaining their program a little more.	None.	28 year old Caucasian female using program(s) CEMZ.
The Quest card was very useful. I liked it.	There was a lot of documentation that I had to get together. I usually had to call and leave a message and wait for a call. I had to work with more than one worker, and there seemed to be communication problems. I had a severed tendon and DSHS required my surgeon to complete paperwork. Surgeon took about five weeks to do so. I got food stamps but I couldn't get the cash grant until surgeon complied.	No.	45 year old Caucasian male using program(s) EM.
They are prompt in assisting requests for service needed.	No comment.	None.	14 year old Hispanic/ male using program(s) EMZ.
Nothing.	I think the amount of food stamps I get (\$10 per month) is silly. I think it costs more to process the transaction than the \$10 is worth. If can't get medical coupons because of the high spenddown - I can't get transportation assistance either.	It would have been nice if the worker had appealed to his/her superiors to get transportation approved. Also, food stamp allocation needs to be higher.	60 year old Caucasian male using program(s) EMS.
Provide me with medical coupons.	Allow a single parent to have medical regardless of what they make if it is not provided with their employment.	None.	28 year old Asian American female using program(s) CMZ.
Nothing.	Doing a good job.	None.	57 year old Other Race male using program(s) X.
I like the medical assistance services.	When I call the CSO, they don't call me back very quickly. When you send paperwork to CSO, they send another questionnaire that I have already submitted the information for. It's a vicious cycle.	All OK, except what I have mentioned.	9 year old Asian American male using program(s) EMZ.
In the Wenatchee CSO, they are kind and efficient.	The Mattawa CSO is very inefficient. They continually lost my paperwork and denied my meds often - saying I had not brought in my necessary paperwork.		1 year old Hispanic/Other Race female using program(s) EM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like that they are there for people who need it.	Take my ex-husband off his grant and get his ass to work.	I haven't had problems with Support Enforcement because I pay my child support. Medical providers are snotty, and look down on you when you use the coupons.	36 year old Caucasian female using program(s) EMX.
They have been really good to us. If coupons don't arrive by the 1st of the month, they are really good about getting substitute copies for us.	Sometimes you get stuck in an area where you don't have much choice of doctors. That's the case with us right now.	No.	6 year old Caucasian male using program(s) M.
The office hours are good and people can go in and get the help they need.	Support Enforcement should not be able to swoop in and freeze your financial assets before they know what's going on in your case.	None.	30 year old Caucasian male using program(s) EMX.
That I have the services that I have.	Nothing.	None.	32 year old Caucasian female using program(s) CEMZ.
Child support office - I'm very satisfied with their help.	Re-do Child Protective Services for more accountability for the caseworkers. His worker is the supervisor, and we cannot talk to anyone above her. If you have no money or resources, you cannot fight the system.		36 year old American Indian male using program(s) CESX.
Assist me with services that I need.	It is very difficult to find a provider that will accept the medical coupons.	No, I don't think so.	7 year old Caucasian female using program(s) CEMZ.
Basically, it is the way they help, especially when you apply and you can get help right away.	When I call the CSO, I am put on hold for a very long time.	Thank you for all the service!	25 year old African American female using program(s) EM.
The workers I have had have been very helpful and very nice.	When I moved from Walla Walla to Airway Heights my mail got messed up and my case at DSHS was closed. Then, I didn't get my monthly grant and couldn't pay my rent.	Overall, they have been very helpful.	24 year old Hispanic/Other Race female using program(s) EZ.
When I am finished working with DSHS.	More adequate staffing. With more adequate staffing would come more personalized responses to consumer needs. A more effective system than the Universal Reciprocal Support Enforcement Act!	No.	42 year old American Indian female using program(s) Z.
That it helps even though it takes jumping through many hoops.	Better customer service or treatment - many times I feel like just a number.	I'm on GAX & it is very difficult to understand what needs to be done and the paperwork needed to be completed is asked to be done on your own. I am educated and have some college but even then it's confusing. I can't imagine those who struggle with some of the 24 tasks they are asked to do.	32 year old Caucasian male using program(s) EMSX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like that Support Enforcement makes sure the kids are taken care of.	Support Enforcement is not consistent in taking deductions from my husband's paycheck. Some months they don't take out any support. Then they come at us and say we're behind on our support obligation and take out current and back support from the same paycheck. We never know how much money we'll have to live on. My husband and I have a child together, and our son shouldn't be deprived in order to support other children.	I'm glad somebody is finally taking the time to ask our opinion.	44 year old Caucasian male using program(s) X.
I don't have anything I really like the best.	I would like to get a print out from Support Enforcement showing the current balance, support received, and/or a summary on amount of support still owed to me.	None.	43 year old Caucasian male using program(s) Z.
I think it's fair that Support Enforcement makes you keep your financial obligations.	Its not fair that Support Enforcement is able to take so much money from my husband at one time. They want \$1500 out of the \$1800 he makes. They should have to consider the custodial parent's income, too.	None.	35 year old Caucasian male using program(s) X.
They help you when you need it.	When I visit the CSO - I have to wait a long time for service. I leave messages on the answering machine and it takes two or three days to get a call back.	Thank you for finally letting the expanded dental coverage go through.	43 year old Caucasian female using program(s) EMB.
I think compared with other states they have your personal welfare actually in mind.	Take a look at the interaction they have with the military when military personnel are transferred overseas. The military COLA doesn't really help that much when one goes overseas.	I think that DCS is really dedicated, and they are one of the best I have encountered.	28 year old Caucasian female using program(s) EZ.
They support me in my growth in helping me get stable and off welfare.	People that are receiving assistance should have to have a mental health evaluation done.	None.	34 year old African American female using program(s) CEHMB.
They provided medical services when needed.	Have a private citizen review board that DSHS needs to answer to along with the foster parents. Every 6 months the foster care parents and the caseworker need to go in front of the citizen review board and discuss the case.	None.	18 year old Hispanic/Caucasian female using program(s) CMZ.
All the transactions are automatic and it does work very well.	I have asked for a new caseworker - the one I have is rude. I present my problem to my caseworker and she gives me a sign and says, "I have already told you." They won't give me a new caseworker.	No. How do I get a new caseworker?	41 year old Caucasian female using program(s) Z.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing.	ESA - they lose paperwork and then my services get terminated. The last three reviews I have had - I faxed the information to Wenatchee CSO and talked to them on the phone - they were rude. When you try to rectify the situation, they are not helpful at all. I am trying to work and run a family household. I need the day care to go to work!! When I call the 1-800 #, you get a different person in a different city all the time.	No. I think that once caseworkers are at DSHS for several years, they need a refresher course on why they chose they job of helping people - not simply working for the government in a good-paying job.	3 year old Caucasian male using program(s) EM.
Free services.	Nothing.	None.	45 year old Caucasian male using program(s) C.
Services were provided immediatly when I asked for them.	Nothing.	None.	51 year old Caucasian female using program(s) CZ.
Always willing to help and understanding.	Need to look into what the client's outgoing money is (what of their expenses are not credit cards) before a decision is made.	None.	20 year old Caucasian female using program(s) CM.
Provide me with the services that I need.	Be a little nicer on the phone instead of being so rush, rush.	None.	21 year old Caucasian male using program(s) CDE.
People were very caring and nice.	The system seems to be unfair to the person that is really trying to make it. Sometimes the system lets people be eligible that don't need it as bad as some that do because of the circumstances that are occurring at that time of the life. The standards need to be adjusted for the circumstances.	None.	37 year old Caucasian female using program(s) C.
They help people.	I don't know what to say.		55 year old African American male using program(s) X.
I like their practice of one-on-one contact.	I think that maybe dealing better with the long waits in the CSO waiting room.	Nope.	24 year old American Indian female using program(s) EMSZ.
For the love of Pete - not a whole lot!	They could listen and work all the systems better. There seems to be a lack of coordination. I had to work with too many people - Jesus, Mary and Joseph.	Their childcare and medical services should last longer when you get a job and go off the monthly grant.	32 year old Caucasian female using program(s) EMSB.
No comment.	DSHS needs to focus on the reality of needs, especially to people that are legal citizens. Non-citizens are being helped more readily - especially with medical and food stamps. She says that Pasco CSO is closed and now all applications and interviews are through the mail and by phone - very impersonal and alienated service.	No.	11 year old Hispanic/Caucasian female using program(s) EM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like doing a lot of the reporting over the phone.	Staff need more training in how to treat the client.	I want to stress that not everyone applying for assistance is trying to get away with something.	33 year old Caucasian female using program(s) EZ.
	They are too lenient to the parent that is absent in some cases.	My son's father is behind approximately \$5,000 in back child support. They only suspended his hunting and driver's license, and he appealed that and he got his driver's license back. Still have not received any back child support, or any of the income tax returns.	37 year old Other Race female using program(s) CZ.
Satisfied they are kind and attentive.	No comment.		28 year old Hispanic/Other Race male using program(s) X.
Response time was very good.	No comment.		42 year old Caucasian female using program(s) Z.
I guess that the money is taken directly from my pay check and I don't have to deal with it.	The money was automatically taken from my paycheck and there was no discussion or negotiation with me. I was never late with direct payment of child support to my ex-wife.	No.	35 year old Hispanic/Other Race male using program(s) X.
Absolutely nothing! [Respondent laughed.] I contact DSHS and tell them information - they don't believe me.	They need to get their records straight - I send in paperwork and DSHS doesn't acknowledge it. When I call them, it is frustrating to talk to them. I called call center and when I expressed concern and was crying - I asked to speak to a supervisor - worker set the phone down and did not put me on hold. I heard their entire conversation and they said I was whining.	Because I am a typical American-born Caucasian and not a minority or foreigner, I get looked down upon as a struggling single mom. It's hard to get help.	4 year old Caucasian male using program(s) M.
Nothing, not really.	Get more staff at the 19th and State office - the line is too long - Tacoma.	No.	46 year old African American male using program(s) EMSX.
No comment.	I am satisfied with their services.		34 year old Hispanic/Other Race female using program(s) X.
I'm getting some money. I'm getting food. I get medical.	Give me more money.	I want to win the \$250 grocery store gift certificate.	46 year old African American male using program(s) EMSX.
There is always a Fair Hearing appeal if needed.	Separate non-needy kinship programs from mainstream programs. Hard to obtain dentist and mental health providers with coupons. Some workers are helpful and knowledgeable, and some are not.	Not applicable.	47 year old Caucasian female using program(s) EMB.
I don't know.	I think DSHS needs to go after non-paying parents and be more aggressive in collecting child support.	No.	32 year old Caucasian male using program(s) X.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They helped me to get 'some' support from the absent parent.	No comment.		40 year old Caucasian female using program(s) Z.
I don't.	The Quest card continually becomes demagnetized and I have to take it to the CSO for a remedy. Support Enforcement is no help at all. I am on restriction with my doctor and Medical Assistance won't let me choose another doctor. I don't like my current doctor and would like to switch.	No. I am OK now.	36 year old American Indian female using program(s) CEMB.
Was able to do paperwork over the phone and the computer. Did not have to go into the office and sit for a long time.	Nothing.	None.	32 year old Caucasian female using program(s) CM.
Nothing	Disappointed with the system in that they were not able to help us.	Strongly improve the system for disabled children, because it left us with no rights to help our child.	35 year old Caucasian male using program(s) C.
The people are nice to work with.	More help for services to people.	None.	22 year old African American female using program(s) CEM.
I can always get my questions answered when I call in.	I really don't know.	I like to say that DCS worker has been super. He has been on top of collecting the support.	37 year old Caucasian female using program(s) MZ.
I don't have an opinion on this.	I think for them to provide better service - when a client gets a job - a better transitional stage going from assistance to work. A larger exclusion of earnings would help. I would like to see more transitional programs. Sanctions don't hurt the client - they hurt the client's children. I liked the PIC workshops in helping to locate & find a job.	No.	37 year old Caucasian male using program(s) EMS.
Provide services to children when needed.	Make sure that the employees are doing their job and doing it right.	None.	60 year old Caucasian male using program(s) C.
Nothing jumps into my mind, although they were friendly.	Provide more help to folks trying to go to work, and when they do start work. DSHS said I was making too much and reduced my benefits. Help the working making low wages too.	No, that's pretty much it.	25 year old Caucasian female using program(s) EZ.
They are dependable.	I feel like I need to pay child support but I don't get to see my child. Now, my child has her own life and chooses not to have contact with me. I resent paying back child support when I never see her and she doesn't want to see me.	No.	43 year old Caucasian male using program(s) EHMVX.
It has helped me with medical for my kids.	No problems.	No.	39 year old Caucasian female using program(s) Z.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They take the money out of my check and they explained things to me clearly when I asked.	Better communication between the person responsible for paying support and the department.		50 year old Caucasian male using program(s) X.
I like that their offices are so close and it's easy for me to get there.	They could keep their computers up to date so that I get my SSI checks in a timely manner. I haven't gotten a check for six months and DSHS keeps sending me a letter saying I owe \$600.	No more comments.	26 year old Caucasian male using program(s) EHM.
I like that they are on time with the paperwork.	Have more live people answering the phone.	None.	47 year old Hispanic/Other Race male using program(s) X.
The help.	Everything is OK.	None.	40 year old Asian American male using program(s) EHM.
None.	Not having long wait periods at the CSO, or for return phone calls.		27 year old Caucasian female using program(s) EZ.
Give you another option to discuss on the next action that you need to take. They help you trouble-shoot.	Get more workers and lower the caseloads.	Glad that they do survey.	18 year old African American female using program(s) CEHM.
The help.	Do away with the automated telephone service and replace it with live people.	None.	73 year old Caucasian male using program(s) MZ.
Their automated system - to be able to call and deal with automated systems to find out status of checks, etc.	My childcare caseworker on occasion wasn't there, and it was hard to get anyone to help me.	I think it is a good thing that you are doing a survey.	24 year old Caucasian female using program(s) EZ.
I think that they attempt to call and take care of a situation. They were really willing to try to help and discuss the situation with me.	Explain the cash assistance program better. One month he was cut off and I didn't understand why.	No.	9 year old Caucasian male using program(s) EMZ.
Nothing.	Return phone calls much sooner. Sometimes I don't get called back and have to call the CSO again within a day or two. I am talking about Pierce South.	Nope.	4 year old Caucasian female using program(s) EMZ.
When I am working, I like having the child support taken out of my pay check.	Have a little consideration for the non-custodial parent when they are out of work.	None.	47 year old Caucasian male using program(s) EX.
The people there are knowledgeable and work with you to get the most appropriate services.	Not applicable.	Not easy to find doctors. Private insurers pay more than people who have medical coupons, so it appears there are not as many providers/doctors who accept medical coupons. I get food stamps through WASHCAP, so I do not go to the CSO. Also, I do not have to go to the mental health office (transportation not an issue), as I work through outreach program in community.	45 year old Caucasian female using program(s) EHMV.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Receiving medications that I need.	Treat people with more respect and truly listen to what there are saying.	Medical prescriptions are invaluable, but other services inconsistent/unreliable. The amount received is insufficient to eat, survive, pay bills and you are penalized for trying to improve situation. Allotment of time and resources on one issue generates a lot of waste in resources, and may be medically dangerous to participant.	42 year old Caucasian female using program(s) EHMx.
Nothing.	Shorter waiting time on the phone when I call the CSO.	No.	3 year old Hispanic/Other Race female using program(s) EM.
If I need help you can get it for my family.	Communicate better with the parents when they are going to put your children in foster care. Need better paperwork as to where foster children are.	None.	52 year old American Indian male using program(s) CEM.
The CPS caseworker, Stacey Ernest.	There is a need for a more detailed explanation when CPS initially contacts the family which should include how long the counseling is going to last. They also need to keep their word about providing funds and resources.	Families should have the right to terminate services from CPS when it doesn't involve abuse or neglect of children.	43 year old Caucasian male using program(s) C.
It has helped me out greatly!	When I call the CSO, the automated phone answering system keeps me on hold a long time. I hate that system.	No.	13 year old Caucasian female using program(s) EM.
People are very helpful if you get a good office.	Return calls within 24 hours, when they state they will return calls.	Not applicable.	21 year old Other Race female using program(s) EZ.
Good job in taking care of changes.	Better explanation as to how they treat bi-weekly income.	None.	33 year old American Indian male using program(s) X.
No comment.	No comment.		35 year old Hispanic/Other Race female using program(s) Z.
They are very nice to me and treat me well.	They could explain things better.	None.	36 year old Hispanic/Other Race male using program(s) X.
		No.	70 year old Caucasian female using program(s) EM.
They try to help you and provide you with services.	Be more understanding about their client's living arrangements and their needs. Increase the food and medical standards.	None.	28 year old Caucasian female using program(s) CEMSB.
Hard to say.	Provide service on week ends.	None.	46 year old African American male using program(s) X.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like having the benefits: medical, food coupons, etc.	No.	Recipient is not sure she is still active in the DD program.	26 year old Caucasian female using program(s) CDEMB.
No comment.	No comment.		20 year old Hispanic/Other Race female using program(s) EMZ.
Workers have always been polite and help me.	Clients need to be able to keep the same worker, if possible, instead of being bounced around from worker to worker. This way the worker gets to know the case and the problems with the case.	None.	41 year old Caucasian female using program(s) CEHMZ.
Communication between client and workers was great.	Get the dead beats in jail, if they are not going to support their children.	None.	53 year old Caucasian female using program(s) Z.
The knowledge that they provide.	Nothing.	None.	55 year old Caucasian male using program(s) .
They set up my child support payment as an auto deduction from my checking account.	Nothing.	None.	35 year old Caucasian male using program(s) X.
I like they are there to see that the children are supported.	Nothing.	None.	54 year old Caucasian male using program(s) X.
They provide me with medical.	Nothing.	Nothing that I can think of.	33 year old Caucasian male using program(s) CM.
Provide me with the services that I needed.	Really listen to what the clients' needs are. For the food needs, they should not have to wait two to three days for approval. For medical, it would be better to have one medical card instead of two or three, like you get when you are employed.	Have the state hire people from the WorkFirst programs to do temporary jobs, so that they can get the experience to get full time jobs.	38 year old African American female using program(s) CEMZ.
It was not hard to get help.	I like to see DCS actually actively listen to the parent that doesn't have the children.	None.	27 year old Caucasian male using program(s) EHMSX.
Their experience in dealing with clients. Their years of service.	Look at the individual cases and then determine the amount of time needed to correct the problem. Not go by the book.	None.	46 year old Caucasian female using program(s) C.
The friendly staff that I have dealt with at the counter.	More research on the other party as to how they are expending the child support being received.	None.	46 year old Caucasian male using program(s) X.
Help you when you need the services.	Make it stricter for the dead beats. They need to take responsibility for payment.	None.	37 year old Caucasian female using program(s) CZ.
They are quicker nowadays.	My QUEST card sometimes will not read on the swipe machine.	No, not really.	43 year old American Indian female using program(s) EMZ.
I like that I don't have to deal with my ex-husband to get child support.	Nothing.	I appreciate the child support service.	43 year old Caucasian female using program(s) Z.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I love the new debit card program for those of us that live out-of-state.	Get him to pay the rest of his back child support debt.	None.	35 year old Caucasian female using program(s) Z.
They are always there. I can go there and sit all day and somebody will eventually listen to me.	For a family on multiple programs, everybody at the CSO needs to get on the same page. I felt like I was in a ping pong game and I didn't know which way we were going. When I get notices from DSHS, I don't know which worker is sending it to me. It is very frustrating. I have one injury - why do I need to hear from six different people?	They could make their Child Support division a lot more accessible to custodial parents. They are hard to contact and I get an answering machine when I call. They don't call back in a timely manner.	40 year old Caucasian female using program(s) CEMSB.
They provided me with the service that I needed.	Nothing.	None.	48 year old Caucasian male using program(s) C.
How quick I get my services	Easier to get medical.	None.	26 year old Hispanic/Caucasian male using program(s) CE.
That they really did listen to me and they really did help me find help that I needed. We discussed it and they pointed me in the right direction. They got me medical and transportation when I needed it.	I think that single mothers should get more money from Child Support.	No. I am fine.	28 year old Caucasian female using program(s) EMSB.
The help.	Nothing.	None.	19 year old Caucasian female using program(s) EMZ.
That I don't have to worry about my medication.	No comment.	Nope.	32 year old Caucasian female using program(s) EHMSZ.
I can always call and get help.	Hire more case managers.	None.	23 year old Caucasian female using program(s) EMZ.
I liked the fact that not only were they following protocol but they were genuinely concerned and exceeded my expectations. They went out of their way to find every avenue that I could utilize. They were fabulous! They ensured that every option was offered to me.	Open one more line for people to stand in. The main check-in line was extremely long.	I would like to say in the past 14 years you guys have improved the system so that it works like clockwork. The staff has never been so courteous, thoughtful, and caring about my needs as a person. I was treated as an individual with individual needs. Maureen (my worker) in the White Center office went out of her way to make sure I could get to CSO when I was ill.	43 year old Caucasian male using program(s) C.
I don't have deal with my ex-husband since DSHS is involved.	It would be nice if the states (WA and CA) would interact better since CA courts set the child support amount and CA wasn't making my ex-husband make the payments. WA state helped enforce the court-ordered child support payments.	No.	45 year old Caucasian female using program(s) Z.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The fact that it is available to people in WA and it is an option for people when they are having a difficult time.	I think that they make it too difficult to access services. For example, children can get medical services but adults sometimes don't get medical services. How can an ill adult take care of his/her family? Family wellness is key but DSHS doesn't support that. I think that dental services are terrible. Oral health is overall health.	I think that DSHS has dehumanized the whole mission of what the programs are for. It is like pulling teeth to access many of the programs. The payment amounts are too low and that dehumanizes the people. The payment amounts are so low that folks don't go to the CSO. Workers are rude, they have worked there for so long it becomes burnt out and have way too many cases on their caseloads. I have too many caseworkers and I wonder how often they get together to discuss cases. DSHS should take a look at Tribal TANF programs to see how they work versus traditional DSHS program delivery.	36 year old American Indian female using program(s) EM5B.
They helped me and are there for me.	Nothing.	I would like to get qualified for GAX.	42 year old Asian American male using program(s) EHMSV.
I guess their concern - they seemed concerned for my well being.	I get bounced around from caseworker to caseworker - I have a bunch of different ones. Bellingham office.	No.	30 year old American Indian male using program(s) EMSX.
Receiving benefits on time.	Having the same case manager for consistency.	None.	29 year old Caucasian female using program(s) EZ.
Nothing.	Keep me informed as to where the child support is going.	None.	33 year old Caucasian male using program(s) X.
Nothing comes to mind.	Nothing comes to mind.	None.	42 year old Caucasian female using program(s) EMZ.
I had a very good case manager who did her best to give me whatever help I needed.	I thought the services were very good.	None.	23 year old African American female using program(s) EMZ.
They are friendly and considerate to us.	I think they are doing just fine.	I appreciate their help.	44 year old Caucasian male using program(s) EM.
CSO is extremely helpful, and current caseworker is very helpful and gives me all the information I need to know.	None.	DSHS does good work!	28 year old Caucasian female using program(s) EHMZ.
Nothing.	I would like to have my child support to be increased, but apparently it needs to be \$100 or more to have DCS become involved.	Fathers should be treated just as well as mothers.	32 year old Caucasian male using program(s) Z.
No comment.	Give client longer period of time to recertify, slightly longer, and do not threaten to terminate in the next two weeks.	Providers who take coupons are limited, so I can't go to doctor I want. I am a student and could only get TANF for 4 months.	27 year old Hispanic/Caucasian female using program(s) EMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I am not too sure.	I really don't know.	None.	21 year old Hispanic/Caucasian male using program(s) DM.
I used the medical coupons due to an unexpected pregnancy. DSHS helped us. I lost both babies and DSHS sent a worker to see me at my house - her name is Heather & she really helped me - Heather is in Alderwood Office.	Nothing.	I just want to say thank you very much for all your help & the medical coupons plus the food stamps.	28 year old Asian American female using program(s) EM.
Not having to deal with estranged parent.	No comment.	I'm very pleased with DCS.	52 year old Caucasian female using program(s) Z.
No comment.	I think everything is OK - I haven't had any problems.	Nope.	2 year old Caucasian female using program(s) M.
Nowadays, DSHS agency does not treat you subhuman, because people in general plan to go to work, and are expected to.	They have improved services over the years, and advocate for welfare reform in general. Specifically, when DCS initiates support collection, they take a huge amount (say 50%) and the absent parent's first reaction is to contact the custodial parent and read them the riot act. Too bad they can't be more reasonable initially with amount collected.	When working, the hours of DCS would not be convenient; but since not currently employed, the hours would be fine.	44 year old Asian American female using program(s) B.
I don't like dealing DSHS.	They could better evaluate a family on their individual family's needs instead of the wide range that they group people into.	No.	13 year old American Indian male using program(s) M.
No comment.	No comment.	No comments.	29 year old Caucasian female using program(s) EMZ.
The services that they provide.	More listening to the client.	None.	18 year old American Indian female using program(s) CEHMZ.
No comment.	No comment.	None.	27 year old Caucasian male using program(s) EB.
The people at the office are courteous and very helpful.	Add more receptionists at the front desk in the CSO.	None.	2 year old African American male using program(s) EM.
People involved seem to know what they are taking about. Ask a question and I get an answer.	Have both departments in the same building.	No.	33 year old Caucasian male using program(s) CX.
The caseworker I had in the CSO. I can't remember her name right now.	The caseworkers on a whole could be more understanding with young parents.	None.	18 year old Hispanic/Other Race male using program(s) EMZ.
They are attentive to your needs and do try to help.	No comment.		25 year old Hispanic/Other Race female using program(s) Z.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I have good experiences with DSHS -- they have been very polite & helpful.	The DSHS offices are a little skanky - that is, dirty and smelly.	No, I don't think so.	1 year old American Indian male using program(s) M.
The help they provide to me.	They could make it more clear as to when you are to call the call center, instead of, the worker.	I would like to win.	31 year old Hispanic/Other Race female using program(s) EMZ.
They are there for people and children, and that is much needed.	The focus should be on the long-term safety and welfare of children, but it seems to be more focused on reuniting the children with the dysfunctional parents (i.e., drug abusers, etc.) when the relapse rate is statistically so high.	Unable to find dentists that will take coupons, and also unable to obtain specialized care with coupons. As an adoptive parent it is different, but when we were foster parents our opinion did not hold much weight. (This does not reflect on any of the caseworkers, they have been very good.)	6 year old Caucasian female using program(s) DMZ.
I like the services. I need the services. I would rather work than ask for the benefits.	They can improve services by offering more physical therapy service - not have low limits as to how many times you can access them. I need more physical therapy. DSHS should expand programs that we need - I only get \$29 per month in food stamps. Everything is so expensive.	This is a very expensive state with expensive services. DSHS helps, but it is so symbolic and low that we cannot fulfill our needs. Perhaps the state should work to raise these payment amounts.	46 year old Caucasian female using program(s) EM.
I like it that I don't have to physically go to CSO, that I can do business by mail.	No comment.	No comment.	29 year old Caucasian male using program(s) HM.
Doctors are good. Mental health providers are very supportive and helpful.	I don't know. I am grateful for all I get.		75 year old Caucasian male using program(s) EHM.
The medical coupons for my children.	I don't know.	None.	25 year old Hispanic/Caucasian female using program(s) MZ.
Options are available for people to get proper services when needed.	Individualize the situation more; not be treated like large group of people who need help.	None.	25 year old Caucasian male using program(s) C.
Nothing, I like nothing about dealing with them, everything is too difficult. You need help and you are required to get a whole bunch of stuff, and when you get it back to them you have to wait forever to get the results.	Just the time element, they are not efficient with everybody's caseload, I know they have large caseloads, but...you have to dig for information of what services are available from Child and Family services. Some offices don't treat you w/courtesy and respect, they rush you. Phone communication could be improved, it is hard to get to workers, and they don't return calls timely. Hassle applying for some benefits, they ask for too much information, especially birth certificates.	You.	34 year old Caucasian female using program(s) CEMSB.
I like the fact they would correspond by mail.	I don't know.	None.	10 year old Caucasian male using program(s) MZ.
They understand the client and know how to deal with them in their situations.	Nothing.	Keep doing the good job that they are doing.	35 year old Caucasian female using program(s) CEM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Got a good caseworker who explains things clearly and lets you make choices.	Make sure that people know about all their options.	None.	23 year old Caucasian male using program(s) MX.
I like the medical help best.	I think they have done everything just fine.	None.	41 year old Caucasian male using program(s) DEM.
I don't know.	None.	None.	51 year old Caucasian male using program(s) X.
The help that they provide.	Workload is too much for the workers. Need more staff.	None.	31 year old Caucasian male using program(s) CMX.
I appreciate the help and service that I have received.		No.	38 year old Caucasian male using program(s) CEMSX.
No problems with staff at DSHS.	Nothing.	None.	54 year old Caucasian male using program(s) X.
I like that they take the time to explain clearly about services requested.	No comment.		35 year old Hispanic/ female using program(s) CMZ.
I like their medical services and economic services best.	They help me as much as they can and I am very thankful.	I have no other comments, but I thank you very much for all the services for all you have given to me.	51 year old Asian American female using program(s) EM.
I can't think of anything.	Put phone numbers in phone book so they are easier to find.	Nope.	36 year old Caucasian male using program(s) EHMS.
The help.	Nothing.	None.	66 year old Caucasian male using program(s) EZ.
That they are there and you will get some help. You can count on it and that part I like.	I thought some questions were inappropriate. They asked what kind of birth control I used and the general attitude from the two people I worked with was that they were worried that people were trying to bilk the system. All I wanted was help while I was off work so I wouldn't lose my house.	No. I have said my piece.	50 year old Caucasian female using program(s) CE.
I don't like anything.	I feel that they discriminated against me.	No.	33 year old African American female using program(s) EHMZ.
Nothing.	DSHS should open more locations that are more convenient and so clients don't have to drive so far.	No. I am fine.	27 year old Caucasian male using program(s) X.
They help me when I need help.	Better customer service. The front desk people always seem to be in such a rush.	I guess there is something. I applied for emergency assistance but DSHS turned me down; I had three days notice from my landlord and DSHS wouldn't not help me.	8 year old Asian American male using program(s) EMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They provide services like the medical for the children and the food stamps and also the programs that I am included in.	Nothing.	DSHS has been a lot of help to me.	25 year old Caucasian female using program(s) CEMSZ.
They provide the services that I need.	Nothing.	None.	29 year old Caucasian female using program(s) CEHMX.
That it is there for people that need it.	Get Support Enforcement working the way it should.	None.	50 year old Caucasian female using program(s) Z.
The benefits that are provided.	Provide an exemption for clients in the higher level degrees of education, when the situation calls for it.	None.	33 year old Caucasian female using program(s) EMZ.
Don't know.	More caseworkers.	Nothing.	37 year old Caucasian male using program(s) .
Nothing.	Too much paperwork, especially when I have non-changing circumstances each six months for re-eligibility.	In the DSHS office, they should more clearly mark things when I just want to pick up my paperwork - speed things up!	44 year old American Indian female using program(s) EZ.
Nothing, but dealing with DSHS face-to-face, the people are pretty fair.	Unsure. The system does what it can to help, but the government makes the laws.	None.	25 year old Other Race male using program(s) EB.
The benefits.	Change bad caseworkers' attitudes. If you have a good worker you get calls returned promptly, and they give you all the information you need/explain things clearly. My 19-year-old son has medical problems, and they (DSHS) don't have program for him, so I have to pay for his needs.	WorkFirst is stupid; no choice in WorkFirst. The CSO is not open at good times if I have a morning shift. Also, if you have any amount of income, even if small, you are scheduled a regular appointment, not expedited.	40 year old African American female using program(s) CEMZ.
No comment.	They can be more available, Aberdeen CSO specifically. Mail takes a couple days longer than other mail, so the customer is continually threatened to get cut off. And document imaging is not efficient, they don't get papers that I drop off or mail in; if I don't give to someone in person there is a problem. Having the CSO open on Saturdays would be helpful. With Healthy Options, certain procedures not covered and it is hard to get specialty services.	None.	31 year old Caucasian female using program(s) CEHMSB.
Nothing.	Procedures have improved in past two years, so I no longer have complaints about DCS.	Stop calling me so much to do these surveys!	40 year old female using program(s) Z.
The workers are really nice and provide me with the services that I need.	Increase dental coverage.	None.	4 year old American Indian male using program(s) MZ.
I really don't want to deal with them.	Actively listen to the person they are talking to.	None.	40 year old Caucasian male using program(s) X.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They treat you kindly.	The Division of Child Support needs to be better organized and structured.		42 year old Hispanic/ female using program(s) CEZ.
Willing to help single mothers and provide the services that are needed.	The standards need to be changed, as the standard of living has increased.	None.	36 year old Caucasian female using program(s) CEZ.
If they can't help me, they refer me to someone who can.	If there were more medical services available, like when I'm not working I don't have medical. If you have no medical, you have to go to emergency and accrue large medical bills.	In Whatcom County, you get food stamp services pretty quickly, but Snohomish took a couple months. I dealt with several people. When I talked to one person, they said they did not need verification sent in and requested something different. One time they lost/did not receive verification I sent in. It was frustrating.	51 year old Caucasian male using program(s) EMSX.
They served as the point of contact.	None.	None.	38 year old African American male using program(s) X.
They help you pretty fast.	I don't know.	None.	21 year old Caucasian male using program(s) X.
Kindness and referrals when needed.	No comment.		36 year old Hispanic/ male using program(s) C.
They provided me with medical and food stamps.	WorkFirst should give the person a chance to go to college instead of forcing you to go to work first.	None.	37 year old Caucasian female using program(s) CEMZ.
They provide medical services for my family.	Simplify the paper work so that it is easier to understand.	None.	42 year old Caucasian female using program(s) C.
The service they provide for my sons.	Extend the phone hours to after hours with knowledgeable people to answer questions at Children and Family Services.	None.	47 year old Asian American male using program(s) .
When I go to the DSHS office, the staff are very friendly.	All is OK so far.		42 year old Caucasian female using program(s) Z.
Don't know.	Nothing.	None.	30 year old Caucasian male using program(s) C.
Willing to help people that are in need.	Nothing.		18 year old American Indian male using program(s) CMSZ.
Everything, they have helped my family a lot.	No comment.	The Division of Child Support did not treat me and my spouse with courtesy and respect when they were trying to work through DCS to pay back Alaska for assistance received there. We felt like DCS thought that we were trying to cheat the system, and DCS was not helpful in working with Alaska for the clients.	24 year old Caucasian female using program(s) EHMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like the whole automatic check thing when my ex-husband pays DSHS and then DSHS pays me. Very convenient.	It seemed that each DCS person had their own area of responsibility and couldn't deal with anything else. I would prefer to have one worker rather than dealing with several different folks. My ex-husband countersued regarding overpayments and was lying about his salary. They couldn't address any of that and only wanted to know if I was getting paid or not. They need to look at the big picture and the entire case.	I really think they should really look at the needs of the child and look more broadly at the entire case. Consider the needs of the child first.	43 year old Caucasian female using program(s) Z.
The services that they provide.	When people call with complaints look at them with a open mind.	None.	39 year old Caucasian male using program(s) CX.
The help they provided.	Nothing.	None.	51 year old Caucasian female using program(s) Z.
Nothing.	Nothing.	None.	49 year old Asian American female using program(s) C.
I like the fact that they really help poor people! They are really good connections for medical coupons.	You guys are doing good.	You are doing good!	19 year old Asian American female using program(s) EM.
Help is available when needed.	They need to return calls and understand the clients' needs.	None.	30 year old African American female using program(s) CEMB.
Their quick services - fast response to my needs.	Make a representative available to each person to address their personal needs if they need the help.	I am just glad that DSHS is there to help people that have health problems like I do.	45 year old Caucasian female using program(s) EM.
They help when I need it with services.	Shorten the waiting time in the lobby.	None.	29 year old Caucasian female using program(s) CEMB.
I like that I can have great medical coverage - I have Group Health which I really like.	Everything works well. I go on-line to look for information.	No - for me it has run smoothly.	8 year old Hispanic/Other Race male using program(s) M.
The do a good job in keeping me informed.	Not require so much re-verification.	None.	26 year old Caucasian male using program(s) CEMX.
I really don't like dealing with them.	I think they should start listening to the guys, instead of jumping to conclusion the guy doesn't want to pay his child support.	I think they need to give the guy the benefit of doubt.	41 year old African American male using program(s) X.
Nothing.	Make sure the money is going for the kid.	None.	54 year old Caucasian male using program(s) X.
Help you when you need help getting back on your feet.	Get rid of the auto phone service in the CSO. Rather, talk to a live person and then be transferred to your worker.	None.	33 year old Hispanic/Other Race male using program(s) EX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Nothing at all.	Nothing.	None.	42 year old Caucasian male using program(s) X.
The security of the programs.	Fire half the people who work in the Burien CSO.	None.	39 year old Caucasian female using program(s) CEHMSZ.
To be honest - not to have to pay son's medical costs. DSHS coverage is secondary to my husband's medical insurance.	Not have such frequent reviews at CSO - I have four kids on the DSHS program - I just sent in copies of my husband's paychecks, utility bills, etc., in February 2007. Now, I have to do another review!! We had some confusion about wrong ID numbers with Molina in the recent past.	When [Name Redacted] was 4 or 5 months old, he was diagnosed with plagiocephaly and DSHS wouldn't pay for a helmet. The doctor didn't think it was a problem but other people thought he should have a helmet. We finally found a doctor who prescribed it and my parents ended up paying for it.	3 year old Caucasian male using program(s) M.
They make it easy to pay the support.	Nothing.	None.	26 year old Caucasian male using program(s) X.
That they will help you or give you a resource to get the help that you need.	Communication, and have workers from different programs talk to one another.	None.	29 year old Hispanic/Caucasian male using program(s) CEMX.
It is easy.	Nothing.		36 year old Caucasian male using program(s) X.
It's wonderful to have medical insurance for the children.	When I am looking for resources, I call around and lots of doctors/dentists don't accept the coupons.	Nope.	7 year old Hispanic/Caucasian female using program(s) M.
It is easy to understand.	Make it easier to get in touch of them. I need to speak to CSO staff but continually get the answering machine. I started calling about one week ago and am still waiting for an answer.	Nothing.	18 year old Hispanic/Other Race female using program(s) M.
They have provided me with the services that I need and explained the different programs to me.	Not so much waiting at the local office.	None.	4 year old Caucasian female using program(s) EMZ.
The workers are very human, and they provide me with the services that I need.	Get the paperwork processed in a more timely matter.	They have been very helpful to me.	10 year old Caucasian female using program(s) EMZ.
Don't have to worry where my next meal is coming because I get food stamps.	Increase the amount of food stamps. When I get a raise in my Social Security, my food stamps go down; the little raise that I get should not affect my food stamps.	None.	80 year old Caucasian female using program(s) EM.
You don't have to jump through a dozen hoops to get things done.	Nothing.	None.	34 year old Caucasian male using program(s) CEMX.
Always treated me real good and provided me with the services that I needed.	Nothing.	None.	37 year old Hispanic/Caucasian female using program(s) EM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
People treat me very nice when I use the medical coupon.	Nothing.	None.	33 year old Asian American female using program(s) M.
They are friendly & courteous and they help.	I think that there could be more drug and alcohol treatment services available in the Bellingham area.	No.	6 year old Caucasian male using program(s) M.
Needed help and it was easy to get it.	Nothing.	Now living in Idaho, and no longer getting assistance from the State of Washington.	30 year old Caucasian female using program(s) E.
The medical coupons allow my son to go to different doctors.	When I call the CSO, it is difficult to get a live person - just get the automated answering.		2 year old Other Race male using program(s) M.
The amount of resources available for [Name Redacted].	Just be more aggressive with collection of spousal child support.	Most services for adults are really screwed up. They told me to go to college - I went to the college with an appointment. The college told me to get off welfare and get a job. The college said they were out of funds to help me. Doctors are difficult to find that will accept medical coupons and treated me as a second class citizen.	9 year old Caucasian female using program(s) EMZ.
The workers were very friendly and helpful and always explained what I needed to know.	Nothing.	None.	5 year old Caucasian male using program(s) EMZ.
They have always been courteous to me.	I do not feel qualified to answer this question.		59 year old Caucasian male using program(s) X.
That they provided us with medical coupons and food stamps.	Nothing.	None.	63 year old Caucasian female using program(s) E.
Everybody was very easy to talk to.	I had no problems.	No problems, sir.	8 year old Hispanic/Other Race female using program(s) M.
I like that they work around our schedule, they help us when we need it and have been there for my family. They are helping us get to where we need to be.	Better explanation of what they need their clients to do. Make sure that the requirements are clear.		11 year old Hispanic/African American female using program(s) EM.
		It is hard to find a dentist who takes medical coupons. Food stamps were processed through the Social Security office.	33 year old Hispanic/Caucasian male using program(s) DEMV.
It is easy to get assistance for medical and food stamps.	More medical coverage for people.	None.	30 year old Caucasian male using program(s) E.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I think for the most part they are pretty easy to deal with.	Answer their phones in a timely manner. It is very frustrating.	For us, it has been a real blessing to have these services. Right now, they have kind of suspended services - we actually need the help and believe that DSHS should look closer at income and resources in establishing continuing eligibility. Sometimes we need more time to get paperwork returned. I really can't complain, and feel blessed with the help DSHS has provided.	11 year old Caucasian male using program(s) M.
I like the fact that they were able to put my grandchildren on a program where I get financial and medical assistance at the first of each month.	They can have better services for the mentally ill, and more family services for the mentally ill.	When a person has mental health issues, they seem to expect that person can follow through with tasks and there is not support there for them.	43 year old Caucasian female using program(s) EZ.
I like the fact they are friendly and listen to what I have to say.	I don't know.		36 year old Caucasian female using program(s) EMV.
Nothing, to tell you the truth. If I was not on disability and was able to work, I would rather not be on these programs.		I wish that Social Security would use something similar to Quest card. Slight income change bumps me off medical. Lately, I have had good luck reaching a live person, but in the past at the CSO they said they had too large of caseloads and that's why they were not getting their calls.	39 year old Caucasian male using program(s) CEMZ.
I wasn't made to feel like a loser when I applied for assistance.	Nothing.	Glad DSHS is to do what they do, and provide the services to people who need them.	44 year old Caucasian male using program(s) E.
They provide me with food stamps.	Get paperwork done a little quicker.	None.	49 year old Caucasian male using program(s) E.
They help me with my food stamps and medical.	Better communications.	Glad that we are doing this survey.	56 year old Caucasian male using program(s) EM.
There always seems to be a way to get needed medical care.	I don't know.		0 year old Caucasian female using program(s) M.
I have received help from very good workers, they are concerned and they care.			44 year old Caucasian female using program(s) EMB.
They are quick, overall, about helping you.	Respect people who need the help.		37 year old Caucasian female using program(s) CEZ.
I DON'T.	MORE COVERAGE - MORE OPTIONS - MORE MEDICAL COVERAGE.	More coverage.	18 year old Caucasian female using program(s) M.
Not really.	When we need a specialist, you cannot get in right away because DSHS delays the process. It takes way too long.		2 year old African American male using program(s) M.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Just the fact that we can get help when we need it.			80 year old Caucasian female using program(s) M.
It works.	They should have a live person answering the phone, instead of automation where you have to wait for several minutes.		36 year old American Indian male using program(s) X.
It is simple and easy to get services.	Alterative medical coverage needs to be offered.	None.	10 year old Hispanic/American Indian male using program(s) M.
I like it because it's there for people. It's been pretty tough raising 3 children with the economy the way it is, and I was a single mom, with the medical and financial pressures of life.	When they pin you to one provider in a rural area like ours, it overloads the doctor and the patient doesn't have a second choice to go to another doctor, therefore it may take a while to get to see a doctor. There are no specialist in our area i.e. You can see a pediatrician out of the area until the baby is born, then you can choose to keep that provider however is it 60 miles away. If emergency occurs you can't see local doctor. It would be nice to be able to have a secondary provider for the first 6 months. Some of the CSO workers have bad attitudes.		45 year old Caucasian female using program(s) EHM.
I like how they are helpful when you ask.	Before garnishing one's check, send a notice telling you the amount that will be taken out of the check.		45 year old Hispanic/Other Race male using program(s) X.
I like the women who work behind the front counter - Olympia CSO.	Many times the information requested by CSO staff is demeaning. I don't understand why I am supposed to contact my ex-employer when I apply for food stamps. Sometimes people don't have good relationships with ex-employers!	I would love for DSHS to have unlimited funds.	25 year old Caucasian female using program(s) M.
All staff were courteous. We got help for [Name Redacted] quickly	It would help if client caregivers had phone numbers for available rides and other programs available to clients that we can access for them.	I really thank DSHS for listening to the two caregivers asking for more help for [Name Redacted].	85 year old Caucasian male using program(s) M.
I don't have an answer because I have never really dealt with DSHS. I have never talked to anyone.	Maybe I could talk to someone if I qualify for something.		36 year old Other Race male using program(s) S.
Able to provide me with the services that I needed.	Nothing. They are doing the best they can.	Have moved to Texas, and the assistance that was provided to me in Washington was much better. It was easier to get food stamps and medical coverage in Washington. Washington also had better medical coverage..	33 year old African American male using program(s) E.
The best part is they are there to help you when you need help.	They need to work on getting people with the right temperament for dealing with problems.	I don't think Child Support should be able to take one's entire income tax return for back support. It should be limited to 50%.	36 year old Caucasian male using program(s) EMX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
Great to get the services when I needed them.	Different guidelines for who they help and don't help. It seems the harder you try to get your life together the less they help.	None.	37 year old Caucasian female using program(s) EHX.
It is as organized as any other agency or department that we deal with - we seem to get answers in a timely fashion.	I wish DSHS would cover some sort of chiropractic care such as general adjustments.	It would be nice if your introductory letter said the survey takes 5 to 10 minutes.	13 year old Caucasian female using program(s) M.
Depends on who I talk to as to the nature of the service that I receive.	Pay more attention to the caseworkers. Make sure they don't get rude to the persons they are working with.	None.	28 year old Caucasian male using program(s) EZ.
The fact the service is provided.	I think they could be more available for questions and help.		28 year old Caucasian male using program(s) X.
I like that they do get back to you within 24 hours.	They are bi-partisan to the parent who has custody.		42 year old Caucasian male using program(s) X.
Very Helpful. Provided me with the services that I needed during a stressful part of my life.	Shorten the waiting time to get the services.	None.	30 year old Caucasian male using program(s) E.
I like being able to get assistance when we don't have medical insurance.	It seems to be working pretty well..		17 year old Caucasian female using program(s) M.
Provide you with the services that I need.	Get people that are more understanding and willing to deal of the problems that the clients have.	None.	14 year old American Indian male using program(s) EMZ.
It is an available resource.	Not categorize people in need as people without skills.	None.	30 year old Caucasian female using program(s) EM.
There was nothing I liked about the experience.	They need people skills and learn how to answer questions that are asked; instead of, I don't know. By the way they handled things they feed the unpleasant experience.		42 year old Caucasian male using program(s) X.
In the paternity test they found I was not the father.	Nothing, everything went smoothly.		26 year old Caucasian male using program(s) X.
The willingness to help people.	Shorten the waiting time in the CSO in order to talk to a worker.	None.	5 year old Caucasian female using program(s) EMZ.
They were really nice to talk to which was appreciated by me.	Not really.		30 year old Caucasian male using program(s) X.
The appointments were very quick to get.	Provide assistance in learning how to budget on \$150.00 worth of food stamps per month for one person.	None.	24 year old Caucasian male using program(s) E.
The way they answer all questions.	Respond faster and grant more food stamp benefits for people with one child and on assistance.		18 year old African American female using program(s) EMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I don't like none of it.	The child support place needs to treat the parents equally.		29 year old African American male using program(s) CEX.
Services are easy to access.	If they could be more available for phone calls.		44 year old African American male using program(s) EHM.
We got the help that we needed.		Everything has been wonderful for us.	23 year old Caucasian female using program(s) E.
I don't know.	They could change the law to provide for assurance that the child support is spent on the children.		46 year old Caucasian male using program(s) X.
You don't have to go every month to get your food stamps. They are automatically put on a card.	Raise the amount of money and food stamps that you are eligible for each month.	When applying for assistance, it was not told to me that I could have been eligible for financial as my income was not very high. The worker did not even offer me this assistance when I was getting food stamps and she knew what my income was, which was way below standards.	42 year old Caucasian male using program(s) E.
It is pretty easy to receive DSHS benefits once you get an appointment.	Get more staff or open another office closer to this area (Buckley). Some of the Buckley staff work also at the Puyallup Office. Please have full-time staff available five days per week in Buckley.	DSHS could mail out items more quickly. The local office said that I would be receiving some papers soon and I still haven't gotten them.	23 year old Hispanic/Other Race female using program(s) EM.
They provide me with food stamps when I needed them.	Helping the white people more often. Not so much the Spanish people.	None.	55 year old Caucasian female using program(s) E.
They provide me with medical.	The service is not as quick as it should be.	None.	47 year old Caucasian male using program(s) EX.
The one-on-one communications.	Nothing.	None.	31 year old Caucasian female using program(s) E.
I could not have survived without them.	It would be nice to have a live person to answer the phone at both the CSO and at DCS.		9 year old Caucasian female using program(s) MZ.
Nothing.	Be more compassionate to the parent who is paying support.		48 year old Caucasian male using program(s) X.
Understand what I need and help me out with my medical problems.	Sent the medical coupons earlier in the month.	None.	32 year old Caucasian male using program(s) M.
I like that the coupons are there as soon as we need them - if we need them. They are timely.	Better access to dental care.		8 year old Caucasian female using program(s) M.
We can apply on the phone and we don't have to go into the local office.	Nothing.	None.	41 year old Caucasian male using program(s) E.
	We are satisfied with everything.		14 year old Caucasian male using program(s) M.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
When I was pregnant and first came to the U.S., someone from DSHS came to my house and explained options to me.	I don't know.	When [Name Redacted] had medical coupons, it was good. Thank you for the help.	1 year old Caucasian male using program(s) M.
They treated me very well and I got everything I needed.	DSHS office was not good at calling me back.	They do a good job. I appreciate the assistance that DSHS provides.	1 year old Asian American female using program(s) M.
Best of all, I like their understanding and compassion. When we first arrived in U.S., we really needed help and DSHS did a good job.		We used to receive medical coupons but now we do not. If something happened such as a serious illness or auto accident, it would be nice if help were available.	5 year old Caucasian female using program(s) M.
The service is good - there is no complication or anything.	I have no complaints.		12 year old Asian American male using program(s) M.
The staff is good.	They are fine.	No.	32 year old Hispanic/Other Race female using program(s) CEMZ.
Nothing.	When I was in the Pasco CSO, I felt I was treated very poorly by the staff. I felt that they deal with lots of rude and inconsiderate people and then the CSO staff behave in a defensive manner expecting all of the clients to be rude and inconsiderate!	No.	7 year old Caucasian female using program(s) MZ.
We really do not like dealing with them.	They (DCS) could be more punctual in returning phone calls.		50 year old Caucasian male using program(s) X.
The case manager at the CSO was very helpful.	I don't know.		38 year old Caucasian male using program(s) EX.
I like the fact that help is available and the staff listens to your needs.	I have no comment.		5 year old Hispanic/ male using program(s) M.
They provide me with quick services.	Extend medical until graduation from high school instead of termination at age of 18.	Everything is just fine.	17 year old Caucasian male using program(s) M.
They pay the premiums on my healthcare.			83 year old Caucasian female using program(s) M.
They keep an accounting record of my payments each month.	Nothing.	None.	38 year old Caucasian male using program(s) X.
	DSHS should provide more access to mental health services.		10 year old Caucasian male using program(s) MZ.
I appreciate that medical help is available when needed.	I believe that eligibility for medical assistance should be more standardized for farm laborers or low income folks.		17 year old Hispanic/ female using program(s) M.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They have provided me with medical.	Better workers, less paperwork.	None.	20 year old Caucasian female using program(s) E.
Like the caseworkers and they provide me with the services that I need.	Make it easier to get to get my child support on the debit card.	None.	19 year old Caucasian female using program(s) CEMZ.
	DSHS staff could respect the people they serve and don't treat them like they are below them. If it weren't for we clients, the DSHS staff wouldn't have a job.	Chuck is a pretty nice guy - if he calls again, I will do another survey.	2 year old Caucasian male using program(s) M.
I like that the child support goes direct deposit to my bank.	I have had no problems.		37 year old Caucasian female using program(s) Z.
	They want me to come in every 1 to 2 months, and sometimes I don't feel good. I have been homeless and I have been in this place for less than a month, I have a brain tumor, I have a messed up back, and my left leg is messed up, but they want me to come in every 2 months and I have to take a bus.		50 year old African American female using program(s) EHM.
They help me out right away.			18 year old Caucasian male using program(s) M.
They treat me kindly and have always been able to help with our needs.	I am satisfied. I have no comment on improvement.		44 year old Hispanic/ female using program(s) M.
	I haven't had any problems with them.		2 year old Caucasian female using program(s) M.
They take interest in your needs and requests for help.			5 year old Hispanic/ male using program(s) M.
I really like having just one contact person at child support office.	DSHS needs to speed up the process when you call the 800#.		25 year old Caucasian female using program(s) Z.
I liked the coverage for medical and the grant.	No.		22 year old Asian American female using program(s) EMZ.
If you are there enough, they kind of act like they know you and try to help you.	It would be nice if DSHS had a sheet of options available to new clients.		69 year old Caucasian female using program(s) MZ.
They are nice and helpful.	I am satisfied with DSHS service. I have no comment on improvement.		15 year old Hispanic/ female using program(s) M.
For the most part, it is cut and dried.	I think DSHS should make it easier for self-employed folks to apply because of all the paperwork requirements. It is sort of crazy.	Nope, I am good.	9 year old Caucasian female using program(s) M.
They are efficient and timely with appointments and service.	They need to have a better eligibility standard for temporary farm workers.		16 year old Hispanic/ male using program(s) M.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They are fair and timely.	I would say for the DCS to provide for annual reviews of the child support plan.		33 year old Caucasian female using program(s) Z.
Nothing.	Nothing.	I was frustrated in paying child support, but I had no personal problems with anyone.	45 year old Caucasian male using program(s) B.
They try to help you in the best form possible.			17 year old Hispanic/ female using program(s) M.
All the staff were very friendly and very helpful every time I needed help.	It would be very helpful to have more Vietnamese interpreters available at the CSO.	I am very happy for this interview and to have a chance to answer the questions. DSHS should provide more and better interpreter services.	15 year old Asian American female using program(s) M.
They were able to collect the back support for me when California wasn't able to.	I really did not see anything that needed improvement.		50 year old Caucasian female using program(s) Z.
We don't have to deal with the ex.	No.		50 year old male using program(s) Z.
Nothing really.	The staff could be more respectful to clients coming into the CSO. Spokane Valley CSO.	Nope.	29 year old Caucasian female using program(s) E.
The fact that they listened to what I had to say and followed up the response.	Nothing.	None.	50 year old Caucasian male using program(s) C.
I appreciate the fact that the programs are available.	I think the income and resource levels are too broad in what is counted; for example, cash surrender of life insurance ought not be counted.	There is a need for medical programs for adults.	7 year old Caucasian female using program(s) EM.
They gave me good information.			40 year old Caucasian female using program(s) Z.
Nothing.	Don't know that one.		43 year old African American female using program(s) Z.
Quick service.	Very helpful and everything went great, so I can't think of anything that they can improve.	None.	62 year old Caucasian female using program(s) Z.
They account for my payments each month.	Check out the client that is receiving the assistance as to additional income, and also notify the absent parent of assistance being received by the client immediately so that they have a chance to respond.		47 year old American Indian male using program(s) X.
It is easy to deal with them and they answer my questions to the fullest that they can.	DSHS could get more people to answer the phones. I had to wait on hold for a long time.		1 year old Caucasian female using program(s) M.
Prompt service.	More staff.		46 year old Hispanic/Other Race male using program(s) X.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I don't like to deal with DSHS very much.	Sometimes DSHS staff doesn't listen to what you have to say about certain things. DSHS currently has wrong information on their computer system and they are ready to cut me off of all assistance.	I don't have any.	1 year old Caucasian female using program(s) M.
They have provided me with the services that I need. I would be in bad shape if it wasn't for these agencies.	Nothing. They have done great work.	None.	45 year old Caucasian male using program(s) EHMSX.
Help me a lot. Great job.	Nothing.		24 year old Asian American female using program(s) MZ.
	When I got out of military in May 2006, I needed a lot of help but DSHS said that I didn't qualify for food stamps. It was really hard to get by when I first got out of military.	My wife requested birth control assistance, but DSHS refused since she had not been in the U.S. long enough. She had to get them in Germany during a vacation visit.	4 year old Caucasian male using program(s) M.
It is good for young people like myself and is very helpful.			18 year old Caucasian male using program(s) M.
Go into the office and talk to a real person about my situation.	Schedule meetings with the person face-to-face.	None.	27 year old Hispanic/Caucasian male using program(s) EHMSB.
I think that every aspect is good.	My younger daughter goes to the dentist for teeth grinding together but the dentist says that medical coupons don't cover that!		17 year old Asian American female using program(s) M.
Keep track of my support payments.	I don't know.	None.	37 year old Caucasian female using program(s) Z.
They have not helped me.	I think they need to be treating non-assistance cases the same as assistance cases.		40 year old Caucasian female using program(s) Z.
I liked the quickness of the response from the Food Stamp program.	The other DSHS programs need to respond quicker.		29 year old American Indian female using program(s) EMZ.
Their technology is up to date.	Maybe extend their hours in the evenings.		40 year old African American female using program(s) B.
They are willing to work with you.	Really keeping track of the absent parent, and finding out if they have a job or not.		39 year old Caucasian female using program(s) Z.
One worker went out of her way to try and help me.	Be more accommodating with those who are working.		26 year old Caucasian female using program(s) EMZ.
I like how promptly the Child Support Department responded to a request I made for information.	Make the medical program less daunting to the client, as to whom to go to for medical attention and what to expect from the doctors.		35 year old Other Race female using program(s) EMZ.
I like the services.	Provide more parking at the CSO.		21 year old Asian American female using program(s) EMZ.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They actually care.	Maybe more contact via the phone making sure that I am aware of appointments, obligations, due to short term memory loss.		34 year old Caucasian male using program(s) EHMS.
They provide me with the services that I need.	Increase the amount of food stamps that I get, because when I get a raise from SSI they take it right back from me.	None.	56 year old Caucasian female using program(s) AEM.
I think they provide the necessary help to enable me to become self-sufficient.	I think DCS could keep closer tabs on the non-custodial parent to ensure timely payments.		36 year old Caucasian female using program(s) EMZ.
That you really don't have to go and talk to them, that you can do it by mail.	Give you more time on appointments. They make them for the next day and sometimes it isn't easy to make the appointment.	None.	34 year old Caucasian male using program(s) EMZ.
	More workers, as I had to wait 2 to 3 hours to see a worker at the Vancouver CSO.		29 year old Caucasian female using program(s) EMVZ.
They are kind and answered my questions satisfactorily.	I am satisfied - no comment.		11 year old Hispanic/ female using program(s) M.
They are attentive and helpful.			37 year old Hispanic/ female using program(s) MZ.
Their efficiency.	Be open until 6 pm.		41 year old Caucasian female using program(s) EMZ.
They provide me with medical and food stamps and services that I need.	Increase the food stamp standards. We don't get enough food stamps. The price of groceries is going up but we get no additional food stamps.	No.	57 year old Caucasian male using program(s) AEMSX.
	DSHS could make more doctors and dentists available that would accept the medical coupons.		4 year old Caucasian male using program(s) M.
I like that DSHS is available to help those persons that apply and have needs.	I believe that more programs are needed to train and guide people to self-sufficiency.		12 year old Hispanic/ male using program(s) M.
The fact that I don't have to go into the office and deal with them.	Increase the food stamps amounts.	None.	41 year old Caucasian female using program(s) AEHMY.
I like that they work together as a team.	They could fix the birth date on my medical coupons. [Date Redacted] is the correct date!		48 year old Caucasian female using program(s) AEM.
I really don't deal with them; I just pay my bill each month.	Nothing that I can see.		35 year old Caucasian male using program(s) CX.
They ask us what kind of help we need and, if they can, they help us.		It would be nice if they could pay more attention and help people that need help. If somebody needs medical help or some other type of help - let the person know how to obtain it.	23 year old Caucasian male using program(s) E.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They are attentive and kind.	The requirements are sometimes too complex when applying for services.		31 year old Hispanic/ female using program(s) M.
I never had any problems with any of the services.	The process for me to prove that my other children needed medical assistance (I am a local business owner of coffee shops). It was very difficult for me to prove that my other children qualified for medical coverage. It got to the point that my business needs overwhelmed me and I couldn't take time to keep DSHS happy. The eligibility process for a small business owner such as me and my wife is way too complicated and time consuming.	I think there is a degree of reverse discrimination at DSHS. I got a distinct feeling that they were thinking, "Why is a clean-looking white guy who is educated at DSHS seeking assistance?" It was an uncomfortable feeling.	6 year old Caucasian female using program(s) M.
	If they were all centralized and one application could be used for all departments/anybody involved, so I wouldn't have to complete the same information on applications for every different department.	The process was a nightmare, and DSHS/SSA lost paperwork.	44 year old Caucasian male using program(s) DEMSX.
The fact that they are there for us when we need them.		They have been a great service to us.	16 year old Asian American female using program(s) M.
They treat me well.	I am satisfied - no comments.		4 year old Hispanic/ female using program(s) M.
They were kind and readily offered information when I asked them.	It was very difficult to get someone to answer or return my phone calls at DCS. I had to make a trip from California to Washington State to the DCS office because they did not answer my calls or offer any communication.		58 year old Hispanic/ male using program(s) X.
They have provided me with the services that I needed and they care.	Speed up the process to get alcohol and drug services.	No.	36 year old Caucasian male using program(s) CEMSX.
In your time of need they help you really quick especially when you have children.	Not change workers so often. Have the same worker during the time that you are on assistance.	None.	36 year old Asian American female using program(s) E.
They explained everything so I could understand it.	I really don't know.		33 year old Hispanic/Other Race female using program(s) MZ.
The guy was pretty well up front with me.	They take the same amount from me each month regardless of how many hours I have worked, which burns me.		38 year old Caucasian male using program(s) X.
I like getting the free condoms when I go in there.	Get rid of the reverse discrimination, for example, if you were to go the WorkSource in Renton, you would have some of each race there and you would not feel different, but when you go to the Rainier office, all the workers are black and you feel discriminated against if you are not black.	It seems that it has been longer than 2 years when I went to DVR. And I don't remember participating in Economic Services.	38 year old Other Race male using program(s) EV.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The prompt, courteous service that they give.	Everything is fine, I have had no problems.		39 year old African American male using program(s) SX.
They are able to help and have provided me with services when I have needed them.	More eligibility required.	None.	29 year old Caucasian male using program(s) CX.
I am satisfied with the service. They try to help.			7 year old Hispanic/ female using program(s) M.
Like the medical coupon.			1 year old Asian American female using program(s) M.
I like that they treat me kindly.			38 year old Hispanic/ female using program(s) M.
That it paid for my daughter's medicine.	Probably, have it easier to get ahold of somebody.		22 year old Caucasian female using program(s) M.
There is no waiting in lines and the service is quick.	I am satisfied and have no comment.		8 year old Hispanic/ female using program(s) M.
They have provided me with a great care provider and a wonderful child support officer.	Make sure that there is more live people to talk to and return phone calls within 24 hours.	None.	4 year old Caucasian female using program(s) EMZ.
They provided services when I really needed it.	Some small businesses did not have appropriate card readers so that I could utilize the QUEST cash assistance card. People in the CSO treated me very poorly at times.	I think that if people want to work at the CSO - they should really care about working with people in need. They seem like they don't like their jobs and make me wonder why they are there. They seem like they are on a power trip and can treat us like they want. When you finally get the service - they were a lifesaver for me.	55 year old Caucasian female using program(s) EHMSV.
I don't deal with them.			15 year old Hispanic/Other Race female using program(s) M.
They provided me with the food stamps.	I don't think that you should encourage people to have to register to vote.	Very nice lady, and thank you for listening to me.	36 year old Caucasian male using program(s) E.
The fact that you can apply for services and find out other information on the web site.	The morale of the staff needs to be improved. Don't treat everyone the same. Not all situations are equal.	None.	30 year old Caucasian female using program(s) CEMZ.
I liked the rapid and timely assistance with high professionalism.	I feel that DSHS should provide more information about what people are eligible for.		37 year old Caucasian female using program(s) E.
They were there when I needed them.	I don't know.	None.	46 year old African American male using program(s) E.
They have provided me with the services that I needed.	Changing the way that they budget the gross income. Use the net amount instead of the gross amount.	None.	50 year old Caucasian female using program(s) CEM.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
I like the exceptional professionalism of all workers.			15 year old Caucasian male using program(s) M.
They give good information and referrals when needed.	It would be nice if clients could be helped to cover the cost of prescribed medicine.		20 year old Hispanic/ male using program(s) M.
Their service is swift and timely.	Satisfied - no comments.		44 year old Hispanic/ male using program(s) E.
I don't really like anything about DSHS.	The need to improve medical coverage for single and two parent households.		60 year old American Indian female using program(s) Z.
The medical coupon always gets there on time.	Everything is fine.	None.	29 year old Hispanic/Caucasian female using program(s) E.
It is easy to use.	Make it easier to talk to someone when you call the 800 number.		7 year old Caucasian female using program(s) M.
They provide services in a timely matter.	Need to be able to talk to a live person.	None.	8 year old Hispanic/Caucasian female using program(s) EM.
They were timely and easy to work with.	Nothing needed to be changed from what I saw.		26 year old Caucasian female using program(s) M.
Kind, speedy service, informative.	Satisfied.		34 year old Hispanic/Other Race female using program(s) M.
	First of all, please don't ask for so much documentation such as all of my check stubs. At times, I lose some of the stubs. I think the company provided documentation should be good enough. After all, my employer was the one that issued the pay stubs in the first place!		35 year old Hispanic/American Indian male using program(s) S.
Kind and informative when I need to ask questions.	Satisfied.		16 year old Hispanic/ male using program(s) M.
They provide me with medical for my children and day care.	Provide medical for a single parent with children.	None.	12 year old Caucasian female using program(s) EM.
I like they are able to help me with medical coupon for my children.	Have someone at Child Support answer the phone instead of using the automated system, which is difficult to use. When a person is calling them they usually need to talk to a person.		34 year old Hispanic/Other Race female using program(s) EZ.
They provide me with the services that I need.	Not much.	Thank you for all the medical that you have provided for us.	12 year old Caucasian female using program(s) MZ.
I liked how quickly they got me into treatment.	The Department of Child Support could be more helpful on child visitation.		30 year old Caucasian male using program(s) EMSX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
They provide me with information that I need to get the services that I need.	Nothing that I know of.	No, not at this time.	65 year old American Indian male using program(s) MZ.
I like the fact that it was more or less of a neutral party.	I would like to understand how the payment is withheld from payroll and the length of turnaround time before the money gets to me from DCS. The time frames seem way too long.	I think that parents working under the table is a huge detriment (for those that it affects) to their children. The children likely know the parent is working under the table! I think that DCS should have some sort of capability to help change support amounts. DCS already works directly with employers to collect support - clients don't always have funds to go back to court. We need help!	40 year old Caucasian female using program(s) Z.
For the most part, the staff are really good.	The medical assistance program requires my child to live in the house with me if I wish to get medical coupons. I feel that is unfair. MY child was back and forth between my ex and myself.		23 year old Caucasian female using program(s) EMVZ.
	There are only two dentists who accept medical coupons for dental work, and another dentist that will only take us if we are in extreme pain.	I think the way DSHS looks at one's income and establishes eligibility for food stamps is messed up. They use gross income and not net after taxes and after other necessities are paid such as heat, electricity, phone bill, diapers, etc.	23 year old Caucasian male using program(s) MZ.
I like the DSHS service package.	I believe DSHS needs more staff.		47 year old Caucasian female using program(s) EM.
I like the good medical coverage.		They are good and they help me and my son.	18 year old African American female using program(s) M.
	When my wife first signed up, it took a long time. Then, once my daughter was born, DSHS had no records which afforded my new daughter absolutely no medical coverage.		2 year old Caucasian female using program(s) M.
Eligibility reviews can be mailed for continued eligibility, instead of in-office interviews.	Satisfied.		2 year old Hispanic/ female using program(s) M.
They allow me to get care for my family.			21 year old Caucasian female using program(s) M.
Available programs for different needs.	Satisfied.		1 year old Hispanic/Other Race female using program(s) M.
The services were easy to get.	I think they are doing just fine; nothing needs improvement.	They do a fine job.	4 year old Asian American male using program(s) M.
The public assistance help.	I would like to skip this question.		24 year old Hispanic/Other Race male using program(s) CX.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The way they responded to our needs.			19 year old Other Race male using program(s) M.
When they helped pay my deposit when I was pregnant.	Be more polite, some workers are rude. Maybe hire more workers so they would answer the phones, and return calls. I would like to have option to get help or counseling from the Division of Mental Health.	Don't know what doctors, mostly dentists, take coupons. I wish offices were open later, cause I have children in school and it's hard to get in and out of the office. Some workers treat you like you are a hassle when you come in the office, but that may be my own insecurities.	27 year old Caucasian female using program(s) EHMSVZ.
I like about everything about DSHS.	A faster response from the staff at DSHS would improve services.		9 year old Hispanic/Other Race female using program(s) M.
I don't like much about the Mental Health program.	They could provide more help in the Food Program.		44 year old Caucasian male using program(s) HM.
They are very friendly.	I would like more explanation on whom I am to contact at the office.		14 year old Caucasian female using program(s) M.
They made it easy to get help.	I cannot think of anything off-hand.		3 year old Caucasian male using program(s) M.
The help.	I would rather see a live person answering the phone; instead of, the call center automated phone system.		27 year old Asian American female using program(s) E.
	They should make qualification for food stamps and other assistance easier. Make the allowable income earned higher so that one still qualifies for some assistance.		8 year old Caucasian female using program(s) MZ.
The help with food stamps. I was homeless at the time.	Better manners to the mother or the father. When you are dealing with child support and you're the father, you are automatically the dead beat father.	These remarks are for all fathers, in general, the fathers get the bad end of the stick.	32 year old Other Race male using program(s) CX.
The help with food stamps. I was homeless at the time.	Provide medical for single individuals.		48 year old Caucasian female using program(s) EB.
They always have the right answer and are very nice.	Have more information available in Spanish.		26 year old Hispanic/Other Race male using program(s) S.
	I think that there are unique situations, I think that there are situations where you need their assistance, and you cannot get it. (In my situation I was placed in a domestic violence residence and my child was placed temporarily with my mother- in-law, which made me ineligible to obtain the assistance I really needed at that time.)	I have been trying to get my child back in the last 6 to 8 months, and I make a little too much to get food stamps, which is what I need in order to make it financially in order to get my son back. I am working and struggling to get him back and just need a little help to make it happen and can't get it.	38 year old African American female using program(s) CEMSB.

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics
The fact they are helping children.	They need to employ more respite providers, and provide more information on children that are in foster care.		18 year old African American male using program(s) CD.
	Hire more people and lower the case loads. Better one-on-one services.		31 year old Caucasian female using program(s) EHMSB.
What I like best is appointments are provided quickly.	Nothing comes to mind.		33 year old Hispanic/Other Race female using program(s) M.
They are easy to talk to and always have an answer.	Make it known to the applicant all the programs that they may qualify for services. Also, need more qualified providers who accept medical coupons.	I like to emphasize that, overall, I have been happy with DSHS services.	53 year old Caucasian male using program(s) CEHMS.
Some people don't want to help, but sometimes I got a good person.	No response.		37 year old African American female using program(s) CEMZ.