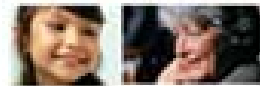
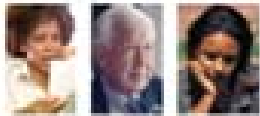


Department of Social and Health Services - ALL



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Program Codes:

A - Long Term Care, ADSA (HCS and RCS)

C - Children's Services

D - Developmental Disability Services, ADSA

E - Community Services Division, ESA

H - Mental Health Services, DBHR, ADSA

M - Medicaid Purchasing Agency

S - Chemical Dependency, DBHR, ADSA

V - Vocational Rehabilitation Services

X - Child Support Services - Non-Custodial, ESA

Z - Child Support Services - Custodial / Both (Custodial and Non-Custodial), ESA

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



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They help me with food stamps and medical.	I have no idea.		37 year old female in Eastern Washington using program(s) EMZ
I like their help. When you have a problem, you can call your caseworker.			17 year old male in Western Washington using program(s) EM
I do like the programs that DSHS offers.	I like everything they do, the way they help you, etc.		1 year old female in Western Washington using program(s) EM
I like that they have been able to help us through the tough times.			14 year old male in Western Washington using program(s) EM
They provide good help and support for me and my family.	I believe offer some disabled people more services - food assistance, cash, and medical.		33 year old female in Western Washington using program(s) EM
They help me.	I don't like dealing with them, cause I have some anxiety issues about leaving my home and I have to sit and wait so long in the office.		48 year old female in Western Washington using program(s) EM
We are able to deal with them and they listen to the needs.	Coordinate better with the doctors.		62 year old male in Eastern Washington using program(s) EM
	They could divide it up, and if you could use less food stamps and get that difference in cash would be helpful.		5 year old male in Western Washington using program(s) EM
They are willing to help anybody, they don't turn anyone away.	When on GAX or GAU they need to have less loopholes to retain your benefits. It seems like they have you do a lot of requirements just to keep benefits. Some requirements seem to be a little over the top just to maintain eligibility.		36 year old male in Western Washington using program(s) EMX
They help us out when we need it.	Maybe be a little more organized. I had to resend paperwork several times!		24 year old female in Western Washington using program(s) CEMZ
When I talk to the lady that runs the office I get results.	Make the 800 number on the back of the medical ID card more efficient, talk to a person who knows something, instead of a machine. I turned in verification within 10 days, and I would turn it in and they would inevitably lose it. I had to get this information from my doctor. I would have to put it in a box, and they would lose it.		63 year old male in Western Washington using program(s) EM
I appreciate that they give me food assistance. I would like to get some help with housing. And, be able to see my children.	Include dental services in the package.		33 year old male in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
You don't always have to go to the office, and they provide services over the phone.	I arrived after 5 p.m. and the door was locked at CSO. It would be very nice if there were a secure drop box where I could leave requested paperwork.		17 year old male in Western Washington using program(s) EM
I was very happy and satisfied with the medical help when I was pregnant and immediately after my pregnancy.	I like some days you could go in and some people are courteous and nice, and other days you go in and the people are not nice or helpful.		42 year old female in Western Washington using program(s) M
They are nice.	Not take services away from people that need it, or cut their money back. GAX is \$339, 'cause I pay \$200 rent a month, and now I will only get \$266 a month now.		30 year old female in Western Washington using program(s) EHM
I like that they help you when you are in need.	They could get more people to answer phones when you call.		20 year old female in Western Washington using program(s) EM
The last time I had to re-apply we got to talk with the financial worker and she was very nice.	Have more clerks - long waits.		69 year old female in Western Washington using program(s) E
They helped me with my problems - a lot! They told me how they could help me.			32 year old female in Western Washington using program(s) EMVZ
They are willing just to help.			30 year old male in Eastern Washington using program(s) DM
They are willing to check up on things affecting my family and they would visit my home once every two weeks.			2 year old male in Western Washington using program(s) CD
The people are very friendly and understanding with my needs and are willing to help me if they can.	Child Support office hasn't been as supportive by doing things in a timely manner. It was very frustrating.		35 year old female in Western Washington using program(s) EZ
I like the great help that they give me.	The person is very nice most of the time, but if people are there when it is close to closing time they act like they are being bothered.		5 year old male in Western Washington using program(s) EM
They try to help me. My caseworker really does help me a lot.	I'm not sure there is anything. They are doing a good job for me and my family.		6 year old female in Eastern Washington using program(s) CEM
I really like being able to call in and talk to a live person and do interview over the phone.	They could make the website easier to use. DSHS could speed up the process and get a quick answer back to us.		16 year old female in Western Washington using program(s) EM 37 year old male in Western Washington using program(s) E
The internet services, 'cause I don't have a car.			17 year old female in Eastern Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The majority of the staff are courteous and they do answer my questions in a reasonable time.			29 year old male in Eastern Washington using program(s) EHMx
They are a help economically, and generally they are there to help and that is a good thing.	They could communicate openly and they are not very forthcoming with information (i.e. if I applied for food stamps and was eligible for other programs, they would not tell me). I have had foster children for 3 years and this is the first year I have heard anything about resources to help with their needs during that time of year. Also I had a foster child that wet the bed, and because of her age I could have received free diapers, but I found out later through another foster parent that that was available.		1 year old female in Eastern Washington using program(s) CEM
When I go there, they take a long time to see me because there are so many applicants there.	Have more personnel so clients can be seen quicker.		75 year old female in Eastern Washington using program(s) EM
They are always there when you need them, and they very seldom tell you 'no.'			54 year old male in Eastern Washington using program(s) EM
If I get the bus ride over there, they are helpful.	It is difficult to get in touch with the Bellingham office and I have call Arlington instead and I am on hold 50 minutes!		46 year old female in Western Washington using program(s) EZ
I needed help and they helped me.			8 year old female in Eastern Washington using program(s) EM
They are cooperative and polite. They try to do their job the best they can.	Maybe open more branches and make more phone lines available. Sometimes when I call it takes more than hour to get in touch with someone.	I don't clearly understand the documents, and then we have to explain to the worker what we need.	10 year old female in Western Washington using program(s) EM
	Client has to go into the office to pick up her check, and if the first of the month falls on a weekend it is not convenient. They don't have the cards that they put the money on here at the tribal TANF.		7 year old female in Western Washington using program(s) EM
I like that they do everything on time.		Everything is fine!	72 year old female in Eastern Washington using program(s) EM
I like my case manager.	Make the office bigger, waiting room is very crowded all the time.		77 year old female in Western Washington using program(s) AEM
			18 year old female in Eastern Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like the fact that they help families.	Consider the people that work in Oregon. We pay Oregon State tax because we work there, but the cost of working should be considered when calculating benefits. I pay Oregon State tax and Washington State tax.		12 year old female in Western Washington using program(s) EM
	They could increase their phone lines so someone could answer it.		62 year old male in Western Washington using program(s) E
I like the efficiency of the KIOSK system.	My DSHS office is really crowded - it is on N. Maple in Spokane. They need a bigger office!	I had a horrible time getting onto SSI. I finally had to get an attorney and got on SSI after that.	50 year old female in Eastern Washington using program(s) EHM
It's easy access, you can use Internet, or call, or go to their office.	Lately, for some reason, they have been very busy or something, it is taking longer to get them by phone. It takes more than 20 minutes to get through.		6 year old female in Eastern Washington using program(s) EM
	I think we have to update info every six months. It would be nice not to have to update so often.		16 year old female in Eastern Washington using program(s) M
The network of doctors is great.			15 year old male in Western Washington using program(s) EM
They have helped me with the food stamps.	They could work with their hearts a little bit more because, I really need the help now, 'cause I am pregnant and I see they help others.		3 year old male in Western Washington using program(s) D
I like how professional they were and how fast we got services.	Maybe if we had some direct dealing with DD or DSHS, as we were referred to another state-affiliated program.		3 year old male in Western Washington using program(s) D
I like the services for my children.	I just need to get quicker appointments.		12 year old female in Eastern Washington using program(s) M
You can call on them, and they provide services quickly.		I'm going to really need and miss the dental for my disabled son.	23 year old male in Eastern Washington using program(s) DM
The people are very kind and I appreciate it.			18 year old male in Western Washington using program(s) EM
Nothing.	Turn in paper work and the DSHS office would state that they never received. Applied three times for services and finally got a response. I even sent one return receipt requested and I got the slip back showing that they had received it, but they claimed they never got it.	No, I am good.	53 year old male in Eastern Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have been very helpful with me, and provide me with food stamps and medical.	Maybe have training so that all the workers have the same training and can all answer the questions so that you don't have to go to 3 or 4 different people for a answer.	No, you have been wonderful.	4 year old female in Eastern Washington using program(s) EM
It's easy to deal with my pharmacy having DSHS.	They could have the caseworkers return phone calls.		40 year old female in Eastern Washington using program(s) EM
Services that they provide like school help, you get back on your feet. The way they prepare you to go get a job is excellent.	Helping with braces for children and additional dental services.	No. That's it.	9 year old male in Eastern Washington using program(s) EM
	They could be more specific, especially when they need something from you. Be more detailed and specific on verification requests. And be more timely, and have more workers that are understanding and can be relating to the clients in need. They need to have some type of courtesy requirements and people skills because I have felt like my needs were not important.		43 year old male in Western Washington using program(s) EX
They have provided me with my medical and food stamps.	Given a list of the dentists but it was hard to find one that would take Medicaid, and also when I needed to find a doctor for my pregnancy it was hard to find one that would take the coupons. I finally went to the yellow pages in the phone book and started to call them to see which doctors would take the coupon.	Nope.	3 year old male in Western Washington using program(s) EM
Their new way of streamlining your needs by going into the 'Kiosk' little machines in the reception area.	The telephone lines are impossible to get through, you are on hold for 45 minutes one time and when you call at 4:45 when you finally get through they say they are closed.		8 year old female in Eastern Washington using program(s) EM
Communication is good and the services have helped me.	Provide dental care and eye care which is needed and also physical therapy.	No.	52 year old female in Eastern Washington using program(s) DEM
They have helped me with the financial aid in taking care of my husband.	Make the paperwork easier.	No. I am just thankful for the assistance that I have gotten.	73 year old male in Western Washington using program(s) AM
The help I am able to get.	The amount of time it takes to process applications could be shortened and also the reviews are too lengthy, the food stamp review is taking two-and-a-half months so far, and I still haven't heard if I am eligible. (They call about paperwork which I already sent in, and then they may add something needed onto the original request.)		12 year old female in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Being able to get services, and having food stamps and medical.	Some caseworkers need to be more understanding with their clients in dealing with their disabilities.	No.	13 year old male in Western Washington using program(s) CEM
The workers have been very helpful.	They could have respectful people receiving you and talking to you in reception area.	I am kind of concerned about the dental coverage, and resources, as I have been unable to get information about what to do about dental needs for very low income.	60 year old female in Western Washington using program(s) EM
They are very friendly and very helpful, and they try to help you the best way they can.	The long wait that you have on the phone lines when you call can be shortened.	No additional comments.	15 year old female in Eastern Washington using program(s) CHM
The medical services have been great for when my children get sick.	No, everything is fine.	Nope. Everything is fine.	36 year old female in Eastern Washington using program(s) M
They have helped me with my medical costs, provided me with food stamps and other services.	The different departments need to work together and share information.	Nope. Everything is OK.	10 year old female in Western Washington using program(s) CEHM
I appreciate the services - it is a big help to folks that just entered the U.S. It's a great set of programs!		Since I started working, DSHS cut my wife's medical coverage - our family really does need that!	45 year old male in Western Washington using program(s) EM
The people are friendly and are nice.			21 year old female in Western Washington using program(s) V
They have taken care of my family.	Guidelines for the food stamps need to be more in line with the guidelines for medical.	Nope. You have [been] wonderful.	4 year old female in Western Washington using program(s) EM
Initially I really liked the acknowledgement I got from Voc Rehab, and liked dealing with my first supervisor.	I feel like if DVR had resources for computer training that would be better.	I guess I feel like I was really hopeful about the services I would get from DVR but there were really long delays because of work overload by my counselor and lack of resources around this area. After that with the new counselor my benefits were cancelled and it's been pretty much a long battle to get them back. I felt that I was getting a good connection with the supervisor and she understood what my needs were and she changed assignments so it's been a battle to get what was originally set out when we first started.	46 year old female in Eastern Washington using program(s) V
They have provided me with food stamps and medical for the last two years.	It would be nice if the caseworker would notify the client in a reasonable time of the action of the case.	I don't.	3 year old female in Eastern Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The have treated me like a real person. They didn't look down at me. They provided me with the services that I needed like food stamps and medical for my family.	Clearer forms like forms that a normal person can understand. These forms need to be corrected. Less paperwork. If you are sending me a letter for each person in my family send it in one envelope, not 10.	I am grateful for the services that we received when we needed them, and now it has made us appreciate what we have now and we are no longer on food stamps or medical.	9 year old male in Western Washington using program(s) EM
They have provided services in a quickly manner, so that we could have food stamps and medical.	Start helping the people that really need it instead of the ones that are taking advantage of the services and don't need them.	Nope.	2 year old female in Eastern Washington using program(s) EM
They have provided me with the medical necessary.	Cut back on the paperwork that is necessary to apply for assistance. Provide dental and eye care.	No.	7 year old male in Western Washington using program(s) M
The help that I'm able to get from them.	They could be quicker about getting back to people.		14 year old female in Western Washington using program(s) EM
They have provided me with food stamps and medical, and I am very grateful.	Provide dental and vision with your medical coupons.	Nope.	2 year old female in Eastern Washington using program(s) EM
Almost everything that my children need is covered and this is very helpful.	Provide dental and also a list of the dentists that will accept the medical coupons so that you do not have to call. Also, it would be helpful if more medical was provided for the adults that do not have it provided with their employment.	It would be helpful if there was a directory of reasonable resources that someone could use if denied benefits from DSHS.	2 year old female in Eastern Washington using program(s) M
I always wanted for my son to learn what he will need to do to care of himself if we are not around, and that was the plan, to help son learn stuff.	I [think] that working individually with son can help him to learn what he needs to take care of himself, I wish he had more help learning that.		29 year old male in Eastern Washington using program(s) DMV
I got what I needed, the results that I needed were to work and I got work.	Respond to phone calls and e-mails faster.		38 year old male in Western Washington using program(s) V
It is not a long wait time to get in and talk to a worker. They provide me with medical and food stamps.	Nothing.	No.	20 year old female in Eastern Washington using program(s) EM
The caseworker is nice, and they have provided me with medical and food stamps.	Listen to people more and not be so difficult.	No, that's it.	24 year old female in Western Washington using program(s) EMZ
They have provided us with medical services that are needed.	I hope that they will continue services for eye glasses and dental.	No, not at this time.	25 year old male in Eastern Washington using program(s) M
Nothing. I really don't like accepting help from anyone, but now I have too many health issues and need help. Thank God DSHS has ALWAYS helped me!!	Don't take all the budget cuts out on the people who really need help! People who are old, disabled, or sick are the ones that are getting benefits cut - it's not fair. There are people who abuse the system - cut them first.		64 year old female in Eastern Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The medical they give.	They could have more workers. Sometimes when you are at their office, you are there for 6 hours average. It seems like they are understaffed. Most of their paperwork is in Spanish on the information boards is in Spanish. You have to ask them to get a form in English. The time it takes to get food stamps when I bring in all the required verification is very long.		11 year old male in Eastern Washington using program(s) EM
The pediatrician seems pretty good.			4 year old male in Western Washington using program(s) M
They can provide something for a family that is in dire need, and that they were very friendly, and that there is an outlet of help available.	When filling out paperwork, it takes a while for them to get back to you. (2 weeks or so before they would get back to you or call you.) The wait at the CSO always has a very long wait line.		29 year old female in Eastern Washington using program(s) EM
That they are quick.			7 year old male in Eastern Washington using program(s) M
We really haven't had to deal with anything. We just applied for Basic Health when my husband lost his job, and they sent us cards for the children.	Don't know anything.		4 year old male in Western Washington using program(s) M
	Care.		9 year old female in Western Washington using program(s) EM
I like everything right now, but if they change it I'm not going to be too happy.			73 year old female in Western Washington using program(s) M
Usually, if you get the right person, they try to work with you and do what they can.	They could find a way of working a family that starts to get earnings/income, to work them off the benefits in a couple months time, instead of just cutting them off immediately upon getting a job.		25 year old female in Eastern Washington using program(s) EMZ
I like when I go they treated me well, with respect.	I would like to get the medical coupon, they say I'm not eligible now because of my age and I get a little unemployment benefits now.		48 year old female in Eastern Washington using program(s) EMZ
I like that they have a new little room where you can go fill out forms on line, in the reception area (Everett CSO).			17 year old male in Western Washington using program(s) EM
The fact that when you ask a question at DSHS they are respectful and answer your questions.	Maybe having more workers, 'cause sometimes they leave you on hold for a very long time.		23 year old female in Eastern Washington using program(s) M
The people that I have talked with have been very professional and courteous and helpful.	Simplify their mailings. I have to call on letters received that I don't understand.		1 year old male in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	Change their medical plan, like actually offer dental for adults.		19 year old female in Western Washington using program(s) EM
I know that my daughter has medical coverage even if her dad's medical insurance might not cover her.	Maybe make more accessible the providers accepting DSHS medical cards! I need a list of providers to look at!	It is very difficult to find primary care physicians and dentists that will accept DSHS medical cards. Need a website list!	1 year old female in Western Washington using program(s) M
They were there when I needed help badly!			73 year old female in Western Washington using program(s) EM
I like protection for me and my daughter from disease.			1 year old female in Eastern Washington using program(s) EM
They help you when you need it.	Have another line in the office so you don't have to wait forever to talk to someone.		18 year old female in Western Washington using program(s) EM
I am really satisfied with Medicare and food assistance.			44 year old female in Western Washington using program(s) EHM
The best thing is that they cover all my son's needs.			16 year old male in Western Washington using program(s) EM
	I think it could be easier to talk to a live person on the phone!		33 year old female in Western Washington using program(s) M
It's easy.	I don't like the fact that illegal aliens can get assistance so easily.		10 year old male in Western Washington using program(s) EM
They've really helped me with paying for my tutor - I have dyslexia. Helped me pay for my books also.	I really have nothing to say.	Joy Shields is an awesome person and has been very helpful and has given me the confidence I needed. She always treats me like a peer and has given me the encouragement to press forward.	40 year old male in Western Washington using program(s) V
It gives us an opportunity and more food.	Raise payment level guidelines.		11 year old female in Western Washington using program(s) EM
For [name redacted] they have done great, but for the rest of the kids they need improvement.	The automated telephone NEEDS TO GO!! I have several children receiving Medicaid and it's crazy that I have to provide the same information for each child's review. Can't they all be put on one card and have one review? It is very time-consuming to provide the same information over and over again! This is extremely frustrating to me!		9 year old male in Western Washington using program(s) DM
Not much.	Not have so much paperwork.		7 year old male in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That they will help you if you qualify.	When I dial the 800 number, you must push lots of buttons, wait, and sometimes get disconnected. I would much prefer to speak directly with a person - not a computer.		5 year old male in Western Washington using program(s) EM
I like the end results (medical & food assistance).	Make it a little easier to get "live support". I don't like the automated concept and it's difficult to get in touch with a live person.		33 year old female in Western Washington using program(s) EMZ
I like the medical coverage.	Make the Internet site more user-friendly and less confusing.		21 year old female in Western Washington using program(s) EM
They always treat me with courtesy and respect.	Come up with a program where the mother is a low-income person and she also could qualify for medical coverage.		14 year old male in Western Washington using program(s) EHM
I really don't like dealing with DSHS! Too much waiting, and it is a whole day event.	See above comment!	Overall DSHS does a good job but I have some complaints regarding DDD. I went in to get more food assistance because my ex-husband stopped paying child support. There were lots of delays in getting an increase.	18 year old male in Eastern Washington using program(s) DEM
DSHS staff were willing to be open to my unusual situation. I have a Masters Degree and was looking for higher level work.	Shorten the waiting list.	I am pleased that DSHS is helping out some of the less severely disabled people.	54 year old female in Western Washington using program(s) V
They seemed to be on the same approach as me, and we did what made sense, to use the skills I had and added ones that I needed (DVR).			63 year old male in Western Washington using program(s) V
Basically, everything!	The personnel seem to take out what happens to us on us...the client.		5 year old male in Western Washington using program(s) EM
It helps my daughter a lot with medical services. Without DSHS services, a lot of people would be in big trouble without medical care for their children.			1 year old female in Western Washington using program(s) EM
They talk to me about everything.			28 year old male in Western Washington using program(s) DM
Very lenient about giving time to get documentation.			50 year old female in Western Washington using program(s) DM
They are always right there for you and answer any questions. They were very helpful in helping to plan for son's future.		He has an excellent caseworker and he is always there for him.	23 year old male in Eastern Washington using program(s) D

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like some of the people at DVR...they are very pleasant and knowledgeable.	They could provide more services, but they are short of funding.	I highly praise DVR for the work they have done. I am very worried about cutbacks due to funding shortages. There are lots of folks that need DSHS services!	71 year old male in Western Washington using program(s) V
The personnel at DVR were the best of any dealings I have had with DSHS.	DSHS broad brushes everything they do and uses a general form by lumping all sorts of clients together. That doesn't always serve the best purpose of individual clients.		46 year old female in Western Washington using program(s) DMV
I have a real good caseworker and he helps me a lot in providing me with all the time that I want to do.	I don't know what they can improve. Everything is OK.	Nope, that's it.	23 year old male in Western Washington using program(s) V
When I need help I go directly to the office and they help me right away.	They could be nicer.		2 year old female in Western Washington using program(s) DEM
They have responded to me within 24 hours. When I needed them they were there for me.	The wait that you have when you go into the office needs to be corrected.	Not at this time.	58 year old female in Western Washington using program(s) EMV
They listen to me and help my son who is disabled. They help me when I need help filling out forms.			15 year old male in Eastern Washington using program(s) DEM
They get medical care.	It would be nice if he could see his DD caseworker more often. I know she has a very heavy caseload, and I know that she doesn't have time to see her clients more than once or twice a year.	Cannot find a dentist that takes coupons, so we have located D-cod which is a mobile dental college. The part of the company I work for is located in Lewis County and Thurston County, and the people in Thurston County have the same problem locating dental services, and Thurston County's D-cod is full, the closest dental provider is in Seattle. D-cod cannot take any new clients.	61 year old male in Western Washington using program(s) DM
I like the fact that they changed their program to let you know right away if you are eligible for benefits and you can get those benefits (food stamps) right away.	I think it would be better if you could talk to a live person when you call in and not an automated machine.		16 year old male in Western Washington using program(s) DEM
They have provided [name redacted] with the services that in the future will benefit her.	Explain in a readable document all the services that are available to the client.	No, that's fine.	24 year old female in Western Washington using program(s) DEMV
Their services are really good.			20 year old male in Eastern Washington using program(s) DM
It is easy to get assistance. I have not had any problems.	I don't have anything that I can think of, other than when you call the 800# there is a long wait.	No. Everything is OK.	49 year old female in Eastern Washington using program(s) EMVZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are quick to respond.			36 year old male in Western Washington using program(s) DEM
They knew what to do and how to get me food stamps fast. I received very good service.	Nothing.	Nope. Nothing.	52 year old male in Western Washington using program(s) EMV
I like the people.	Not cut funding.	DDD has a very lengthy process to get services. I have been working with them for 17 years.	17 year old female in Eastern Washington using program(s) DHM
They helped me with hospitalization and back surgery.	They could let you stay longer after major surgery so you don't have problems after surgery.		24 year old male in Western Washington using program(s) DM
They provide funding to assist me in life.			19 year old male in Western Washington using program(s) DMV
I like the fact that I don't always have to go to the office and sit - I can do it on the phone.	The people on the 800 number don't have access to current records. They had a 4-year-old medical that was canceled, and it took a lot to get it all straightened out.		9 year old female in Western Washington using program(s) DEM
I don't want to complete the entire survey but I will provide overall comments about DD and medical programs. I feel my daughter is very well cared for and that the medical card is a Godsend and invaluable for my daughter. Thank you very much!	I am appalled by all the proposed budget cuts to state services.		13 year old female in Western Washington using program(s) DM
They are very aware of what her needs are.	I don't really know. We're VERY happy with Lakeland Village - they have a wonderful program.		66 year old female in Eastern Washington using program(s) DM
They have helped me out with medical and food assistance.	Needs a caseworker that is more understandable [understanding?]. The last couple of months the worker that I have has not returned any calls or keep appointment with me.	No. I don't think so.	17 year old female in Western Washington using program(s) DEM
The speed at which they do stuff. They have always been real good about providing me with services.	Nothing that I can think of.	Nothing right now.	7 year old male in Western Washington using program(s) DE
They are very good about providing respite care.	Stop changing caseworkers. They make plans and set goals with us, but they don't follow up with all of the goals that they stated they would.	No, not at this point.	13 year old male in Western Washington using program(s) D
They are very helpful and courteous.	Nothing.	No.	47 year old male in Western Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are helpful.	It is real hard to get medical assistance because there are many places that do not accept the medical cards or coupons. Also dental services are real hard to get. Not very many dentists accept the medical coupon or card.	No, I don't think so.	21 year old female in Eastern Washington using program(s) DEHMV
I think the best part is that they are able to solve problems. They also provide lots of medical services for me.	Don't buy a computer system just because it is available. If your system is not broken, don't try to fix it.	No. Just keep doing your good job and don't stress over the cuts. It's all going to work out.	39 year old male in Western Washington using program(s) DM
I love that they pay the pharmacy bills for my son! My son is physically healthy, but he does have to take very expensive medications for psychiatric problems. We could NOT pay for his prescriptions on our own and we are so very grateful and happy that DD pays for them!	Pay for him to go see the psychiatrist - we are having to pay out of pocket. We will no longer have health insurance beginning January, and he needs this help.		9 year old male in Western Washington using program(s) DM
Whatever the rules say I am to get is what I get.			82 year old female in Western Washington using program(s) AEM
When they say they are going to do something they do it, but it is on their time schedule.	More information about what they (DVR) can do for clients. I would like for them to do is get more help and options to their clients, and tell clients all the options up front.	Get the word out more so people know that DSHS is out there and what they can do for people (like in high schools).	26 year old male in Western Washington using program(s) V
I think they are trying their best.	There are too many supervisors. With DDD, I like dealing with them, but it seems they have too many supervisors and they seem really afraid and paranoid that if they make a wrong decision they will lose their jobs.		44 year old male in Western Washington using program(s) DM
I like the working and the services.			84 year old male in Western Washington using program(s) AEM
		I was sent an application from DSHS and I don't want anything, but maybe when I pass, since I am 80 years old now, they could help my son then.	47 year old male in Western Washington using program(s) D
They usually respond when you call. They have been very helpful with [name redacted] with job training and medical.	They could respond to a parent call when they have a question. They are cutting hours/medical and dental and that is a concern.	I don't understand why his DDD caseworker has never checked on my son at his worksite in all these years.	44 year old male in Western Washington using program(s) DMV
The DDD caseworker has a lot of empathy and is concerned.			61 year old female in Western Washington using program(s) DM
MY caseworker.	They could clarify communication about services and the process. Sometimes information is not very easy to understand.		18 year old male in Western Washington using program(s) D

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Providing services needed for [name redacted].	They change her mental health doctor too often.		26 year old female in Western Washington using program(s) DHM
DDD is a good resource, and as a parent it is great to have a place to call for information and support.	When I have to call about questions (CSO) it was impossible to reach a live person.		52 year old male in Western Washington using program(s) DM
I like the way they help get people who need help get it, like medical help and people who can't get jobs.	Explain where they are and where the building is and how to use public transportation to get there.		39 year old male in Western Washington using program(s) D
They are everywhere and are easy to find.	If you go in person, you should have a better system in place, 'cause a lot of people don't have 3 or 4 hours to wait. I think there could be a speedier process for certain things people are there for (maybe they only need a piece of paper or a quick question).		34 year old male in Eastern Washington using program(s) EMV
	Have jobs categorized by disability. For instance, they don't have jobs listed that one-legged people can do.		49 year old male in Eastern Washington using program(s) V
I can get information from the caseworker when I need it and they have provided me with medical services.	They could shorten the approval process to get medical equipment. It shouldn't take 30-60 days to get equipment.	Nope.	9 year old female in Western Washington using program(s) DM
The DDD program was very helpful in providing in-home service for the birth-to-three program. I wish that it could be longer.	Increase the birth-to-three program until maybe they are 5 instead of 3. It would have been helpful if we had the support until she started school.	Nope. I think that's great.	3 year old female in Western Washington using program(s) D
They were helpful and kind.	More follow-up.	No, I don't [think] so.	4 year old male in Western Washington using program(s) D
The people/staff can be pretty nice.			45 year old male in Western Washington using program(s) DMV
I like my AAA caseworker, Rochelle Sunberg, a lot.	Maybe the agency could get a more workable plan on individuality services and not so black and white. I.e., my wheelchair is very old, and I feel like they won't help me if I ask for help, or even [provide] resources that may help me gets my needs met.		48 year old female in Western Washington using program(s) AEMV
I am grateful for the help that they have provided us. We are grateful for the effort and desire that they put into it.	Don't change case managers as often as they do. The cuts that are happening in January will really affect our family. Our hours have been decreased, and we will have a hard time adjusting.	I don't think so.	26 year old male in Western Washington using program(s) ADM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like his social worker. He understands [name redacted's] needs well and is open to any questions we have.	The cuts that are coming up in January are so great that [name redacted] is not going to be able to live independent and will have to move back home which is a financial problem for the family and it will set [name redacted] back because he will no longer be able to live on his own. He has no dental anymore and has co-payments that he can not afford. He will be alone without any support because of the personal care hours and this is very dangerous. It is also the policy that if a DD client works he has the \$\$ deducted from his income dollar-for-dollar, and because of this there is no incentive to work because they can get the same amount of money not working as they can get working.	Nope, I don't think so.	25 year old male in Western Washington using program(s) DEM
I wish they would try to look for jobs for clients and goals for clients, since DVR won't do it. So we could be provided with more opportunities.	For one thing, they could be more helpful to clients like us. They should be there at the window to talk to us when we come in when we have questions like when we get a letter from the courts and stuff like that.		57 year old male in Western Washington using program(s) DMV
I like the medical coverage for my kids.	DSHS should have more live bodies answering the phones. Once I talk to someone, sometimes the staff person doesn't know what to do or what is permitted.		7 year old male in Western Washington using program(s) DEM
I think that the DSHS staff are doing their best. I feel like the individual people that I deal with (I have 13 adopted children) at DSHS are doing their best.	My daughter's Medicaid is being managed thru Molina. Regardless of what the issue is, we always have to wait until our doctor writes a letter to Molina. It takes too long. Molina refused my DD daughter (3 years old) badly needed diapers.	Overall, DSHS and Medicaid have done an outstanding job for my adopted children!	3 year old female in Western Washington using program(s) DM
	Our family health care we cannot get hearing aid assistance, we tried to apply for help in DDD or any branch of DSHS to try to get help with getting hearing aids for my son, as we cannot afford them for him. We do not fit the criteria of DDD program to get help with this as he is a child w/documented rare chromosome disorder which affects his hearing. Maybe have a network of resources once denied to aid in locating help.		9 year old male in Eastern Washington using program(s) D
I like everything, (DDD/Medicaid), everything is great.	DDD could use send letters in Spanish so we could understand. It would be great to have interpreter services there.		3 year old female in Western Washington using program(s) DM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	Send out the correct paperwork the first time!	It would be helpful if the right person called with the correct information. I have talked to different people who provide different information. No one is completely correct, and it seems to muddle up the system.	47 year old female in Eastern Washington using program(s) AEM
It is good.	Provide more benefits.	My mother needs more hours of care and the providers need a higher hourly rate.	73 year old female in Western Washington using program(s) AEM
I really like how they help my grandmother. Without them, she wouldn't be able to live here.	They are doing great!	Thank you, and thanks for checking up on us.	80 year old female in Western Washington using program(s) AEM
When it comes to the food assistance, it doesn't take long to get an appointment and get benefits. The CSO staff and DVR staff are nice.	DVR - they should get back to clients within a reasonable amount of time - I am speaking of phone calls. They need to follow up with the client, find out what's going on and don't make decisions for the client. I was disappointed with my DVR counselor and didn't want to deal with her. She doesn't follow through on issues, money owed to me, on certain paperwork going to vendors, her name is [name redacted]. I leave her messages and she doesn't return the calls.		48 year old female in Western Washington using program(s) EHMV
I like our caseworker - Michelle Wolf.		I hope that the state continues to fund DSHS and their programs thoroughly in the future.	10 year old female in Eastern Washington using program(s) D
I like that I can pretty much pick a doctor that can work with her, and I'm not stuck with just one doctor.	Probably find services that are for my daughter that would help her.		6 year old female in Eastern Washington using program(s) DM
I think they have been wonderful with the assistance we've received for my son. They seem to go out of their way to make sure we have what we need. We have been treated very nicely.	We had difficulties with DVR and employment agencies interacting to try to help w/son's employment and training. Finally after 2 years we pulled son out and went to a different agency.		23 year old male in Western Washington using program(s) DEMV
I like that you actually work with the person. It's personal - you get personal care and attention and I'm pleasantly surprised by that care.		Kim Gibson is our worker and she is very accommodating, thorough, efficient, and personable. One time when she was to come out here her boss called and said she was sick. It was really good to have the heads up.	28 year old male in Eastern Washington using program(s) DM
		I have not dealt with DDD for over 2 years. When 4-yr-old was an infant, I attempted to try and get help with taking care of her in home as I was only able to sleep a couple hours a night. They did not help and did not refer me to any other resources to help w/situation.	4 year old female in Western Washington using program(s) D

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like DD and they look into child's needs and the caseworker knows [name redacted's] needs.	DSHS has been difficult for me, when I go to the office and with what [name redacted] needs. It is just real hard to work with DSHS.	[Name redacted's] medical requests keep being denied and that does not help our situation.	10 year old female in Western Washington using program(s) DM
	To be more informative or full disclosure of services up front, rather than me trying to pull teeth to find out what my son is eligible for. (DDD)		20 year old male in Eastern Washington using program(s) DM
I like the people.			50 year old male in Eastern Washington using program(s) DEHM
The caseworker we work with is a great guy and is very helpful and knowledgeable.	I wish they could have dental coverage.		40 year old female in Western Washington using program(s) DEM
I really like the fact that they help us, and when we go to work I really like the help they give to get child care. Also, that they help us with the benefits when we need a doctor for the kids.	They help some people that really do not need the benefits and they lie to get benefits, when other people really do need them. I have had people who use false names etc. to get benefits, and I have had some people come to me and try to sell the food stamps to me.		3 year old male in Eastern Washington using program(s) DM
Usually the people that work there are respectful and helpful.	They do not pay doctors. They submit for payment and end up doing a lot of work for free.		47 year old female in Western Washington using program(s) DM
I guess the fact that once you have a case person you can continue to contact that person when you need help.	Funded better. It's hard to get on a program and then it's cut.	We are really concerned about the letters we've been receiving and the news we've been reading about the cuts that are going to be taking place in the near future for DD clients. My brother is very happy at Medical Lake and has thrived being there. They have excellent programs for him and he enjoys being able to live there and work. We do not want to take him back into an adult home environment - we've tried that and have not been happy with that type of situation. I hope that DSHS won't cut funding for these important programs for their DD clients.	43 year old male in Eastern Washington using program(s) DM
With DDD I've always gotten a manager with compassion, i.e., continuity of care has been very good.	Not saying he can have one thing and then taking the money away. He needs a new power chair and we had the money set aside and the state was going to make up the remainder, but 15 minutes before the check was cut the funding was pulled.	They've got to do something with special needs differently. Not enough individual specific services individualized to the special needs kids. Smaller expenditures can reduce larger expenses later.	28 year old male in Eastern Washington using program(s) DM
They are friendly and courteous and very helpful.	They could put more money on my food stamp card.		47 year old female in Western Washington using program(s) DEHMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They do have this help line to call for questions that is good 'cause you get a person and they really are helpful. Also my daughter's DDD caseworker is also very helpful.	I wish they could all interconnect and talk, including SSI and DDD and all DSHS.		26 year old female in Western Washington using program(s) DEM
They helped me when I needed help.	Have less wait times on the phone.		3 year old male in Western Washington using program(s) DEM
I deal with secondary affiliates, and they are very understanding and very helpful.			4 year old male in Western Washington using program(s) D
DVR is extremely helpful.	They can communicate and work better together with other branches of DSHS and do what they say they are going to do. They don't (Economic Services) follow through with what they said they are going to do. Paperwork always gets lost, they don't return phone calls, a lot of workers are unprofessional.		24 year old female in Western Washington using program(s) EMVZ
They helped me a lot with whatever I needed.			31 year old female in Western Washington using program(s) AEHMSV
	I want to have a Christian worker.	I don't care for my caseworker, I don't like the way she is.	51 year old female in Eastern Washington using program(s) DEHM
The on-line application process.	The determination process for eligibility took 2 months, so they could expedite that process. Services from DVR were good, but the job coach was not good at service options that were available. Job Source, Employment Security, worker was very helpful.		46 year old male in Eastern Washington using program(s) EVX
They do well with the medical, trying their best to help people and get them the help they need.	I am trying to get help in DVR in getting a job and going to school, and my worker is never in and never returns my calls.		24 year old male in Eastern Washington using program(s) EMV
It has been great having the medical services for my children and getting food stamps when needed.	DSHS could improve the method of providing information to families. Needed information for daughter and her special needs, and felt like I got the runaround.	I don't think so.	12 year old female in Western Washington using program(s) DEM
They are there to help if needed. They have really helped us with money and medical and dental needs.	Provide dental care, eye care and other services necessary to clients.	No, I don't think so.	60 year old female in Western Washington using program(s) DM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The workers are very respectful at Yakima CSO, very caring and understanding. Sunnyside CSO not so much, the workers are disrespectful.	They need to work together better on all programs, as DVR has approved me for disability services but the CSO has not, they are terminating me. If I am not on financial, I have to go back to work, I don't get DVR services. I don't understand how the different state programs have different criteria for disability.		33 year old female in Eastern Washington using program(s) DEMVZ
I'm good, and I'm happy.		I'm happy.	24 year old male in Western Washington using program(s) DEHM
They provide fair services, and make it able for [name redacted] to stay in an Adult Family Home and also provide her with medical care.	Provide dental and eye care, hearing aids.	Nope.	54 year old female in Eastern Washington using program(s) DM
They are cooperative and pretty understanding.			50 year old male in Western Washington using program(s) DM
They have provided [name redacted] with assistance in living in an Adult Family Home and medical care.	I don't know.	No, not at this time.	58 year old male in Eastern Washington using program(s) DM
They are caring, concerned and want to be helpful, specifically with DDD. I am able to get information pretty easily.	Getting dental is a problem.		51 year old male in Western Washington using program(s) DMV
It's good if you need them.			9 year old female in Western Washington using program(s) D
They have provided physical and speech therapy for my son and I am very grateful for that.	Nothing that I can think of.	Nope, not at this time.	2 year old male in Eastern Washington using program(s) D
The caseworker that I have with DDD has been very helpful.	I am very disappointed that they have had to cut the services to my daughter. Society is going to suffer because of all of these cuts.	These cutbacks in social services are going to affect the livelihood of people that really need the help, and in the long run cause more problems because they have nowhere to go.	10 year old female in Western Washington using program(s) D
The lady that came out was very nice and personable and left us with a good feeling.	Look better at a person's needs more that looking at the income at the income he has. About \$100 over the limit and he can't get services, the difference between SSI he used to receive and the SSA DIB makes him ineligible for services despite the fact that he really needs the kinds of services that DD provides.	When my son was in New Mexico he received SSI and services like job coaching and he worked for about 15 years. When 9-11 came along he lost his job and then qualified for SSADIB which was a little more than his SSI. He then moved to Washington and because of his DIB payments didn't qualify for the job coaching and other services through DD.	36 year old male in Western Washington using program(s) DEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide me with medical assistance and food stamps. DD is more understandable with my children's disabilities than the CSO office is.	Better communication with the client. Don't be so rude. Be more understanding.	Nope. Everything is fine.	4 year old female in Eastern Washington using program(s) DEM
It's been easy - all my questions have been answered and the caseworker is always available and very helpful.	The choices in continuing education don't apply to my client and our situation.		42 year old female in Western Washington using program(s) DM
They are easy-going.			21 year old female in Eastern Washington using program(s) EMV
	They need to be more clear and nicer and have more people that speak English. I needed help but staff didn't believe me. I assume people must be nearly homeless to qualify for help. They didn't explain procedures well. They had Asians there who didn't seem to work very much. I work nearly the same hours as the DSHS office so it's difficult to get there or get them on the phone. They don't communicate very well! There is too much rudeness and waiting at DSHS. They need to review office procedures and implement revised ones!		27 year old female in Western Washington using program(s) EMVZ
We haven't really received services from them.	Generate more revenue to make services more widely available.		7 year old male in Western Washington using program(s) D
I like having the caseworker who will go to bat for me when I need it.	Coordinate together better between departments.		26 year old female in Western Washington using program(s) DM
They come to the home every year and take of everything at the home visit.			62 year old male in Eastern Washington using program(s) DEM
They are very helpful when I need help. They help me with the medical for the kids. They are very hard-working people. They are always very nice to me.	Nothing.	Nothing. They are doing fine.	10 year old male in Eastern Washington using program(s) CDM
They have helped me with my family and given me food stamps, medical, money and other services when I have needed them.	Provide dental services. Offer different resources for when people come in for help. They don't tell all the resources that are available.	Nope. I enjoy the services that I receive.	13 year old female in Western Washington using program(s) DEM
I like the yearly evaluations and home visits done by the DDD caseworker. He is very helpful in providing information that is available to us.	It is necessary to provide dental, hearing aids, eye vision, foot care, outpatient physical therapy, and the Medicare Part D copayment for the clients.	Nope. I think everything is working well.	31 year old female in Western Washington using program(s) DM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have helped us a lot, and provided us with medical, food stamps, and services from DDD and DVR.	Nothing. They are doing OK.	No, not really. Everything is fine.	20 year old male in Western Washington using program(s) DEMV
The relationship that we have built over the years with DDD is great. They truly care about our clients.	Help with the limitation of doctors accepting medical coupons. Provide dental care for the clients. Provide paperwork that can be understood by the client, and give the client enough time to respond to the requests that are asked. 5 days is not enough time when mailing the notice may take that amount of time and then the client received the request after the time frame in which to get the information to the worker. If not returned in a timely matter you may lose your benefits. This upset many clients.	DDD has been very supportive of this Adult Family Home and that has caused it to be very successful.	41 year old male in Western Washington using program(s) DM
It's helped me through hard times, and tell me about daycare and help me try to get a job.	Better communications.		6 year old male in Eastern Washington using program(s) DEM
I have a hearing loss and they understood the problem and were very good at helping me accomplish what I wanted.	I didn't get to choose the place I wanted to go to get the hearing aids and I had to go to a specific provider and it took extra time and cost the state more than Costco. I felt that going to Costco would have saved money for DVR and other clients.	I would like to praise the people at the Puyallup branch - they've been wonderful to work with. They've always been extremely helpful.	63 year old male in Western Washington using program(s) V
That they treat you good and help you.	For me everything is fine. Nothing.	No, that's it. Thank you.	5 year old female in Eastern Washington using program(s) DEM
They've always been friendly when talking with them.	Probably keep me informed of services that might be available to my daughter.	When my daughter turned 18 she was dropped from all the services she was receiving. It's like when she turned 18 she disappeared to them.	24 year old female in Western Washington using program(s) DM
I could walk in and was able to be helped. That was without an appointment.	They need to be more helpful in explaining what they offer and how they can help you.	It has been great and thank you.	55 year old female in Eastern Washington using program(s) V
They are available to help.	Have more funding.		22 year old female in Western Washington using program(s) DEMV
They allow me to get services that I desperately needed at the time. They give me options for the future and worked with me.			41 year old male in Eastern Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That you can use the computer to get information, and that I don't have to use a phone to be given automated answers or wait on the phone or be put on hold for 30 minutes, etc.	Speed up payments to medical providers so we have more providers available to us. Get the undocumented off of Medicaid and welfare and concentrate on people born here. I know people who were born here who were denied Medicaid coverage because they had no Social Security numbers for their kids. People who are illegal give a fake Social Security numbers and they get assistance. They need to restore cut dental benefits for disabled adults as they need the dental care the most.		35 year old male in Western Washington using program(s) DEM
They have really helped my kids.	Allow people that don't have medical insurance to get on Basic Health.		50 year old female in Western Washington using program(s) V
I like all the different options and different programs they have. Some are for different income levels, so you still have options for other programs if your income is too high. They are pretty good about referring you where you can get help.	I think on the medical end, some things are really hard to get approved for. Some medications or equipment needed. I have a hard time getting replacement parts for my son's wheelchair he has grown out of, and it is a long drawn out process we have been dealing with since May.		9 year old male in Eastern Washington using program(s) DEHM
I like DDD and having an individual case manager who I can go to and ask questions.	Coordinate and communicate with each other.		38 year old female in Western Washington using program(s) DEM
That I have Kris Kelley as my daughter's DDD caseworker.	Give me back the hours for my respite, as I have to maintain my own health and doctor appointments.	I get medical through Madigan. And with the hours of my care giving job I cannot get dental as they say I have to get both medical and dental as a package deal. They take out \$150 or so a month for union dues and they don't give me dental. Before the union got involved I was better off.	37 year old female in Western Washington using program(s) DM
I can always get through to the case manager if I need to.	Realize that their clients grow up, and need to change over from children's programs to adult services.		25 year old female in Eastern Washington using program(s) DEHM
They are very helpful and have provided me with the needs of food stamps and medical.	Nothing.	Nope.	64 year old male in Western Washington using program(s) EMV
They help me survive.	Maybe have better dental services.		53 year old female in Western Washington using program(s) AEHM
Their office is right by my house, and easy to get to.	They are condescending disrespectful. They can't think on their own and do not follow up with plans as stated.	Nope.	57 year old female in Eastern Washington using program(s) EVZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The woman who worked with us at DDD was very helpful and friendly and easy to talk to.	I don't know.	Nope. Thank you.	23 year old male in Western Washington using program(s) DMV
The one-on-one service they give to their DVR clients.	In the beginning stages, they kept changing my caseworkers, which was confusing.		49 year old female in Eastern Washington using program(s) V
	Put a body on the phones.		39 year old male in Western Washington using program(s) DM
My son has not had any services since 3-5-06, and at that time it was with Kinderling Center in Bellevue and was only until he reached the age of 3. These services were paid by DSHS.	Paid more to places like Kinderling Center to help with the care that is needed.	Nope.	7 year old male in Western Washington using program(s) D
They have provided me with the services that I have needed like food stamps and money. They have helped me manage my life so that I have been able to live. The mental health services have been very grateful.	It is very hard to get dental work and I have heard that in 2011 the dental services are being denied. I need dental services.	Nothing.	29 year old female in Western Washington using program(s) EHMV
It gave me hope that our daughter could get better. We got a lot of help and information and very professional. What we learned from them really helped.	Maybe if they had more staff to come into the home. It's difficult to go into the office when you have several children, and that would be very helpful for them to come to the house.		2 year old female in Western Washington using program(s) D
Easy for me, because I knew what I needed to get the help that I needed.	I have no idea. Don't give them any problems because they have a hard enough job as it is.	No, that's it.	35 year old male in Western Washington using program(s) EHMSV
Most of the people are very helpful and showed me what I needed to do and what was available and not. For me, I have appreciated the personal help.	They get pretty backed up in Wapato - they may need more staff and a bigger office space.	I feel lucky that I've gotten the help we needed. I really appreciate everything that DSHS programs have done for me.	41 year old male in Eastern Washington using program(s) EMVZ
I like it that lots of things are automated - if you follow the rules everything goes well. I love the Qwest card and the automatic recharging. The deposit to my card account is timely and very efficient.	DSHS could communicate better between DSHS offices. Sometimes applications, etc. have to be mailed from one DSHS office to another one and it takes extra time!	I would really hope that when you read my comments and look into what was requested of me. And, look into what was provided and why the caseworker gave me such a hard time! I felt like she was trying to wear me down so I would give up.	48 year old female in Western Washington using program(s) EV
They get whatever I need and accommodate my needs. I took an aptitude test which identified what I could do.	For other DVR clients who are going to college, allow them to take summer classes and not be denied that right.		46 year old male in Western Washington using program(s) V
We have had a totally good experience with our DVR counselor. She has been very helpful all the way from 10th grade all the way.			21 year old male in Western Washington using program(s) MV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They really did seem to have great interaction with the special education teachers at the high school (DVR). They explained very well what they could do for the kids.		Thank you! DVR contracted with a private agency to give my son assistance in completing a resume. They were fabulous, and my son got a job.	20 year old male in Western Washington using program(s) V
Nothing.	They are condescending. It was at the CSO. I don't understand why my 22-year-old daughter is not considered an adult on her own when most places consider 18 to be an adult. We each rent a room and share the common area - we pay rent to a third party.	Medical Assistance - I spent seven months laid up with a broken foot because Medicare wouldn't cover it and doctors refused to cast my leg. I am on disability and covered by Medicare. I didn't have a cast on my broken foot for SEVEN months.	50 year old female in Western Washington using program(s) EMV
I like the fact that I get food assistance.	It would be wonderful if the various divisions worked better with one another!	I think the biggest thing [is] you need more help, but it's not likely to happen!	38 year old male in Western Washington using program(s) EMV
I like the fact that they are able to help out taking care of my son, who has disabilities.		I am happy there are services like this for children that need them and you are doing a good job!	5 year old male in Western Washington using program(s) DM
I like working with some of the staff.	DSHS staff don't listen to the whole problem and take that into consideration. Some of the staff need to be more open to people's feelings - some staff have been really rude.		43 year old female in Western Washington using program(s) EVZ
They help me find a job.	The counselors should be more considerate when a client misses a job interview.		20 year old female in Western Washington using program(s) V
They helped me with my schooling.	They should have better training to explain what is available and don't make me dig for answers.		47 year old male in Eastern Washington using program(s) EV
The job they do is fine.	They ask for the same information over and over, when I already turned it in. Some of the bosses don't want to fill out the information the office requires, so if they could just call the employer and get the information from them, sometimes the employer does not have time to fill out forms.		40 year old female in Eastern Washington using program(s) EHMV
I liked the fact that they remembered me and helped me find someone who helped me find a job and trained me.	They can do more of the job training work and not put so much back on me.		23 year old male in Western Washington using program(s) EHMV
They help me with case management and doctors and give me support.			51 year old male in Western Washington using program(s) EHMV
The disability services have been stronger on being clear on regulations and qualifications.	The coordination between divisions could be pulled together a little better.		49 year old male in Western Washington using program(s) AEMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	Get rid of children.		33 year old male in Western Washington using program(s) CEHMSVX
Staff truly care about those in need and they treat me with respect.	It appears that DVR is understaffed as I have to wait for appointment for 3 weeks. Also DVR referred me to SL Start in Wenatchee to help me re-write a resume. I met with them weekly and each time they did nothing. It was a total waste of my time and DSHS money. They said they would help me condense 3 resumes down to 1 page and every week they said they would help and did absolutely nothing.		57 year old female in Eastern Washington using program(s) HV
When I apply for services they help me.	Not lose client's paper work, 'cause then it is late and they close the case and that pisses me off.		33 year old female in Western Washington using program(s) EVZ
	The different agencies do not communicate with each other. They don't treat you well, they treat you like you are wasting their time. You can have an appointment scheduled and you have to sit there and wait all day.		36 year old male in Western Washington using program(s) EMSVX
I like getting my monthly food card, and I like my services from Columbia River Mental Health.	Give me a doctor that I would not have to wait a month or 2 to get an appointment.		61 year old male in Western Washington using program(s) EMSV
	DVR or DDD could do a OJT with my son that would be helpful.		26 year old male in Western Washington using program(s) DEMV
They worked directly with my disabilities.			68 year old female in Western Washington using program(s) V
The customer service.			48 year old male in Western Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>Offer any assistance at all in the DVR program, as I feel like I was left in the dark. They didn't follow through. And the only contact number they had for me was my phone, and they never left me messages. I only went through DVR twice, and I was qualified with my medical condition, but they would not help enroll me in school, and would not help with financial assistance. They didn't have a steady counselor and kept changing counselors on me, and I would get a counselor who was inexperienced. They would ask me to do this program for school grants and I had already done this before, I was trying to get Federal funds for financial aid and they wanted to get marks for enrolling me in a class, but they did not help me with getting financial aid. They could give a little more personal service/counseling for clients, I don't feel like I got any help.</p>		<p>38 year old male in Western Washington using program(s) V</p>
<p>When I call I get very friendly, helpful people on the phone. I deal with DSHS mostly on the phone.</p>		<p>It's sad that some of the Medicaid cuts are going to affect so many of our clients (i.e. pharmacy, dental, vision, end of life care). If we lose Hospice we will have to move the people we are caring for into a nursing home.</p>	<p>50 year old male in Eastern Washington using program(s) DEMV</p>
<p>The personal service.</p>	<p>Be open more hours.</p>		<p>67 year old female in Western Washington using program(s) V</p>
		<p>I really appreciate getting help with new hearing aids, that helped me keep my job, DVR helped me with that.</p>	<p>58 year old female in Eastern Washington using program(s) V</p>
<p>I like the way they helped me with the food stamps. They took a bit longer to get the money, but the money really helped me out. WA State is the BEST system out there.</p>	<p>The way they analyze my needs they just didn't have all my medical records and they deny people without having all the information that you need to determine eligibility for programs you can get. Monitor food stamps better - some people who don't need them, get them and the people who really need it, don't get it. Many people are just using the food stamps for drugs, not food. People should be checked out better on how they're using food stamps - they shouldn't be wasted on people that don't use them right.</p>		<p>54 year old male in Western Washington using program(s) EMV</p>
<p>I like my caseworker, Heather McDonald.</p>		<p>I am very happy with DSHS. They have really gone the extra mile for me and helped me out.</p>	<p>21 year old male in Eastern Washington using program(s) DMV</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think they help the needy and they do the best they can.			57 year old female in Western Washington using program(s) EMVZ
They listen to you.			53 year old female in Eastern Washington using program(s) VZ
Any problems that arise are solved and done correctly.	Maybe have more telephone operators - sometimes I can't get in touch with folks or am on hold too long.		26 year old male in Eastern Washington using program(s) EHMV
It paid for my medications and they don't worry about preexisting conditions.	I think they don't work efficiently. You are suppose to have a social worker, and the social worker never calls you back. They seem to be understaffed.		48 year old female in Western Washington using program(s) EMV
They make my life feel better.			58 year old male in Eastern Washington using program(s) EHMV
That they are willing to help people.	They could improve their food stamp program, they need to consider people's bills. They need to figure out a way to increase the food stamps to meet people's needs.		24 year old female in Eastern Washington using program(s) CDEM
	They need to look at things overall, instead of going by their guidelines. If they look at the income and what is going out of your pocket, they need to balance things more. I pay 185 for kidney medicine, and then there is Lipitor and a number of medications that come out of my pocket and Medicare/Medicaid don't pay for, I think they need to take all that into consideration for food stamps.	I am glad that we have it, even though the political issues and ups and downs of the programs. They are fair at what they can do with the different agencies and budgets.	52 year old female in Western Washington using program(s) MVZ
Sometimes I feel that DSHS isn't really wanting to help me out. I do know that there are many good people who work for DSHS and want to help people out, but the system as a whole needs improvement.	They can help us get health insurance! I think that I have to be dead in order to get health insurance. I'm an American citizen - why I am I without health insurance??!! We're all human beings we need healthcare to be available to us. There were so many roadblocks for me to be able to get health insurance. I got a horrible ear infection and couldn't get the medical care.	DSHS needs to really deal the with health insurance issues. The clinics like Seamar that DSHS contracts with are somewhat of a third world - bottom of the barrel - medical care clinics. People deserve quality healthcare and DSHS should try and get better medical healthcare clinics for their clients. I couldn't believe how DSHS thinks that it's alright to let the contracted clinics treat clients the way they do! I could have died - it turns out that all I needed was a \$10 bottle of medicine, but I had to suffer with terrible pain for months before I was finally helped.	51 year old male in Western Washington using program(s) EV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
<p>My best experience has been with DDD. Because for the most part the staff has been respectful and have a genuine concern with helping.</p>	<p>I don't like that they are forcing clients to be evaluated to be determined to see if they are potential predators when one incident occurs that is characteristic of their disability. I don't think that they should be threatening people to deny them other support services if they refuse to live in one of these homes for predators. I think they need to monitor the mental health agencies more appropriately because we are not receiving adequate services from them and also are being treated with disrespect and ignored.</p>		<p>21 year old male in Western Washington using program(s) DHMV</p>
<p>They are easy to get to and they helped me out with psychological problems and helped me find out where my employment strengths are.</p>			<p>54 year old male in Western Washington using program(s) V</p>
<p>I think they are very sufficient [efficient] about dealing with people. They are there to make sure people's needs are met.</p>			<p>27 year old male in Western Washington using program(s) DMV</p>
<p>They are pretty good at explaining things (i.e. their forms, etc).</p>	<p>Their services are getting harder and harder to get. DVR is messed up, the provider would keep changing and every time I would go I would be dealing with a different person (case worker) which was very discouraging. So I didn't continue with them and really never got any services.</p>		<p>53 year old male in Western Washington using program(s) EMV</p>
<p>They try to help me.</p>			<p>86 year old female in Western Washington using program(s) AEM</p>
<p>I like the DVR program.</p>	<p>When you go in for a visit they could speed up the line a little bit or have a courtesy counter.</p>		<p>40 year old male in Eastern Washington using program(s) HMV</p>
	<p>When they see people my age, they should provide pamphlets and more information about services, especially about aging services. DSHS staff should make more efforts to contact aging folks when they are in the 80s or 90s! Also, it is very difficult to get appointments for doctors and medical specialists - they have a very long backlog of patients.</p>		<p>90 year old male in Eastern Washington using program(s) AEM</p>
<p>I would say that I most like that compared to San Francisco or Sacramento - I noticed that I get immediate response from DSHS...much shorter waiting times.</p>	<p>Please review the eligibility program and make some adjustments.</p>		<p>73 year old male in Eastern Washington using program(s) AEM</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The customer service is good.	Provide more interpreter services.	The service is very good and I am happy with it.	77 year old female in Western Washington using program(s) AEM
I am happy with the services.			77 year old female in Western Washington using program(s) AEM
They help my mother.			86 year old female in Western Washington using program(s) AEM
DSHS is always there for me and is helpful.		I appreciate you are doing this survey to try to improve services!	79 year old female in Western Washington using program(s) AEM
Nothing!	They need to privatize DSHS services - get the government out of it. DSHS staff are just robots. Is it good - Yes! Is it broken - Yes! And, yes it is getting worse.		87 year old female in Eastern Washington using program(s) AM
I like my caseworker, Teresa Bisette, a lot - she is very helpful.	Quit sending out so much duplicate paperwork - a lot of trees are dying.		49 year old female in Western Washington using program(s) AEM
My mom's social worker Heather Dagg is the best, awesome.	They are totally annihilated much of the dental services like crowns. Mental health used to have arts and crafts like beads that have been discontinued.	Surveyor John was very nice. I don't usually like doing surveys but he made it fun.	87 year old female in Western Washington using program(s) AHM
I don't have to worry about not getting food; I don't have to worry about paying for the doctor. Everything is pretty much taken care of for her.	Wish that Physical Therapy was available for her.	It takes 2 to 3 days before the case manager calls back when a message is left.	59 year old female in Western Washington using program(s) AEM
I like dealing with DSHS.	Everything they can do for people to feel better.		72 year old female in Western Washington using program(s) AHM
The people.	They need more help seem to be short-handed. Nowhere near enough dental providers.		89 year old female in Western Washington using program(s) AM
Everything is OK..when I call them, they are nice.			76 year old male in Western Washington using program(s) AEM
They are nice and they are courteous. They actually have a lot of good services.	Give me some more foods stamps. I get mine on the 9th. It would be really nice to get them on the first of the month when I get my Social Security.		53 year old female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are timely in their paperwork and their recertifications.			62 year old female in Western Washington using program(s) AM
Nothing.	I don't know. They only help with going to doctor or grocery shopping, they could help with more services.		62 year old male in Western Washington using program(s) AEMX
Any time we go we get the services we need.			76 year old female in Western Washington using program(s) AEM
I like that they give very clear information.	They can improve in how fast they respond and they process the application. And especially they need to have more people working to answer the 800 number regarding Medicaid questions.		81 year old male in Western Washington using program(s) AEM
Without it I wouldn't be able to pay for my medical bills or live in my home.	It would be better if my caregiver didn't have to do continuing education.		44 year old female in Western Washington using program(s) AEM
They are very prompt and courteous.			84 year old female in Eastern Washington using program(s) AM
I appreciate the services.	When the reviews come up, not make it so difficult. During my last review, they made a mistake with some numbers and tried to throw me out of the system!	I believe that DSHS should do a better job in making clients know what is available. I am basically speaking of medical assistance.	45 year old female in Western Washington using program(s) AM
I like that it makes it nice to have food stamps and helping me with my disabilities. They do good work helping people who need help.	When I call Medical I never get a call back in 24 hours, and I don't understand Spend Down - no one has really explained to me. I don't know who's paying for the doctor visits, and it's confusing and frustrating.		57 year old female in Eastern Washington using program(s) AEHMZ
I think it works fine, I think it is fine for the moment.	I think if they could increase food stamps it would be good, I don't think it is quite enough.		85 year old female in Western Washington using program(s) AEM
I like that they take care of me.		I had a biopsy last week on Thursday, and they were supposed to call me on Monday to let me know the results. And a nurse called me who can't give me information, and she said the doctor has to tell me. And I find that frustrating.	75 year old female in Western Washington using program(s) AEM
It's fine, I get medical coupons so I can go to the doctor.			92 year old female in Eastern Washington using program(s) AM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I appreciate their services.	They are hard to get a hold of, it is really hard to get a hold of a live person, their automated system is long and frustrating. They definitely need more people, they seem to be very short staffed.	They need more people. I called about services yesterday and I was put on hold, and they had 14 people in front of me. That was not a good experience.	67 year old female in Eastern Washington using program(s) AM
I like that they are pretty timely and provide enough information when I ask or need it.			82 year old female in Western Washington using program(s) AEHM
I like them.	I don't know if this is a part of that, I like my pillbox for putting my medicine in. The pill box to order a [message ended here].		82 year old female in Western Washington using program(s) AEM
I'm pretty lucky - they're doing the best they can.	I think they are pretty much covering things.	Please brush up on RSD [reflex sympathetic dystrophy] - No one knows how much it hurts.	54 year old female in Western Washington using program(s) AEHMSZ
I think they are trying to take good care of us.			73 year old male in Western Washington using program(s) AEM
They are always there for us when we have questions. They are very good at answering questions and directing us where to go.			67 year old female in Western Washington using program(s) AEM
The case manager is very good about taking care of my husband's needs.	It would be nice if the food assistance would be reinstated. I am the only one working and that would be a great help. He has a special diet that he has to follow.	The \$85 SSI doesn't go very far! It would be very good to get a larger amount.	54 year old male in Western Washington using program(s) AEM
They take good care of him.	It would be a lot simpler if there were and easier way to get transportation. We have to use DART and you need a week's notice. For MERCY you need advance notice for that transportation as well.		39 year old male in Western Washington using program(s) AM
I usually don't have any problems.	Get rid of the push the buttons on the phones to try to talk to a real person.	I wish they'd get rid of those dang phones and have real people talk to me so I don't have a stroke.	64 year old female in Western Washington using program(s) AM
Sure it is not bad.	I'm fine the way it is.		78 year old female in Western Washington using program(s) AEM
The food stamps and medical.			72 year old female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
When I was in need to make a transition in my life - I was in U of W hospital at the time, DSHS helped me out greatly with the things I needed and accepted at the time.			56 year old male in Western Washington using program(s) AEMS
I like dealing with DSHS because his caseworker at DDD is knowledgeable about his needs.	Provide more information in general. A lot of times we are unsure what to ask.		35 year old male in Western Washington using program(s) ADM
They provide services and pay for a lot of her medical supplies. If it weren't for Medicaid she probably would not be with us. We have received home health care and medicine has been paid for.	Listen. When she was admitted to the hospital for a urinary tract infection, we told them that she could not walk, and was listed as end stage Alzheimer's. We informed the medical providers that she was not able to walk. They assisted her in walking anyway, and ended up breaking her foot. On top of that they insisted they did nothing wrong.	The survey was wonderful and easy. As far as DSHS goes, they are understaffed, but in the last week I have dealt with some rude and insensitive workers. [Name redacted], who is trying to get my son on SSI, and I explained I was unable to get my son to an appointment for appeal for SSI, due to a recent knee surgery. I called [name redacted] and explained this, as my son has chronic pain with cluster headaches (and borderline personality disorder, ADHD, GAD, PTSD & suicidal) and is unable to use public transportation, etc., for him to get to appointment. Worker took hard line approach and said that if he cannot make it to his appointments we will have to stop the SSI facilitation process. I am very unhappy with DSHS. And I think all DSHS workers must be sensitive to the clients in need.	88 year old female in Western Washington using program(s) AM
I like that DSHS is helping people like us giving us food stamps and medical, I appreciate that.	I would like to have dental.		73 year old female in Western Washington using program(s) AEM
Good programs.	Government make better. The Russian community needs more.	I think doing survey is good.	80 year old female in Eastern Washington using program(s) AEM
Unsure.			67 year old female in Western Washington using program(s) AEM
Getting in and out of the office quick.			61 year old male in Eastern Washington using program(s) AEHM
I think that everything is good, and when the people need help, and they help them.			80 year old female in Eastern Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like their speed and accuracy when handling my case.			70 year old male in Western Washington using program(s) AEHM
They are usually there when I need the help.			24 year old male in Eastern Washington using program(s) AEM
The people are nice mostly.	People could use a few more food stamps with the prices of the food for the special diet.	The government needs to do more for certain people, like seniors.	63 year old female in Western Washington using program(s) AEM
The service is fast.			55 year old male in Western Washington using program(s) AEM
I guess because I am a state employee, and I used to work with DSHS, if you fill out the forms correctly and completely and make sure you have all required information attached, it is easy.			81 year old male in Western Washington using program(s) AM
I really don't have an answer.			64 year old male in Western Washington using program(s) AM
It has just has been a help for me with my daughter, we are older now and have been able to keep her out of a rest home.	For us it has been pretty flexible and helpful. The medical is number one for me.		45 year old female in Western Washington using program(s) AEM
I like them because they are helping my mother-in-law.	I think they should have one person to help with all the various DSHS services.	Explanations are really hard to get, my in-laws would not be able to understand. I am helping them and it seems like when I talk to nursing homes, they give clear explanations that I am unable to get through any DSHS office.	74 year old female in Western Washington using program(s) AM
There is needs [help?] there when people need them.			32 year old male in Eastern Washington using program(s) AEHM
I like, when the benefits are almost expired, that they notify me in time of that so there is no interruption of benefits.	I think they are doing a good job for someone who does not have a job to get medication and services.		48 year old male in Western Washington using program(s) AHM
I like her caseworker, Paul Snow. He does his best and tries to accommodate us and get what she needs. He calls back very quickly and gives me advice.	Sometimes not take forever to get some things done - for example, slow paperwork process.		59 year old female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I have never had problems with DSHS in my dealings. I am pretty well informed about what I can get or not get.	Mental health - it could do better in helping mentally ill people. I have a daughter who is mentally ill and she cannot get any help. She lives on the streets and cannot get any help. All the mental health advocates ask, "What kind of drugs do you want today?" I think there needs to be more counseling available.		63 year old female in Western Washington using program(s) AEHM
I like all the services that are set up and DSHS takes care of all of it and the only time we have to communicate is for annual reviews.			37 year old female in Western Washington using program(s) ADEHM
I like the kindness and the willingness to help.	I think it would be best to continue to do everything and not cancel any services.	I just want to thank the interpreter and to thank you for the attention and time that you took to talk to me.	78 year old male in Western Washington using program(s) AEM
They understand what I need - they are very helpful and very caring.	I have to wait too long in the office for assistance.		83 year old female in Western Washington using program(s) AEHM
The caseworkers are good and responsive.	Financially, they could pay for the medical services that the facility I live in provides.		91 year old female in Western Washington using program(s) AM
Nothing.	Allow the client and provider to sit with the Case Manager when they do a comprehensive assessment. They never let us know what a client is doing until a month later. For example, the AFH gets a letter on November 15 saying that services will be discontinued on November 1! In a letter, DSHS says that you have 10 days to respond from November 1 and we got the letter on November 15. Then, we file a protest which costs them and DSHS a ton of money.	Could DSHS ask the provider one time to have a meeting to discuss how to provide the services. Client doesn't need to be reviewed every year unless there is a dramatic change. This seems to be a waste of time and money.	53 year old female in Western Washington using program(s) AHM
They are very good. Every time I go in about something, they take care of me.			68 year old female in Western Washington using program(s) AEMZ
I like the fact that they are there to support people with disabilities. It is comforting to have a safety net. It's a safe place to go for help.	There aren't many choices for doctors in the dental, optometry, dermatology, and allergy fields. I think dental coverage and treatment should be expanded. It is difficult to find a dentist to accept the DSHS medical card. It would be good if a CSO was located closer to me. I have to ride a ParaTransit vehicle for one hour each way to and from the CSO. I heard a rumor that Washington is a state where clients come from out-of-state to get on DSHS services - it is easier to get on here.	I would like it if DSHS would consider a holistic approach. I was supposed to get an air purifier but DSHS said you couldn't prove that an air purifier would work so they wouldn't approve it. I think we need a current and whole medical approach. Dental coverage is terrible - routine cleaning should be covered always. I am grateful the programs are there for folks like me but they do need some improvement!	56 year old female in Western Washington using program(s) AEHMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are approachable and do a good job.			71 year old female in Western Washington using program(s) AEM
They certainly provide services that I would not get otherwise.	Stop penalizing me because I live with a family member. DSHS reduces the amount of caregiver hours because I live with my mother.		44 year old female in Eastern Washington using program(s) AM
I like the social worker who comes and visits.	I don't like to go all the way downtown to Seattle to get MH services. I'd rather get them in Shoreline area.		58 year old female in Western Washington using program(s) AHM
They helped me out when I needed it.	DSHS used to provide for wheelchairs and bath equipment and they no longer do. They need to do better in the dental care area. Lots of dentists won't take the Medicaid card.	DSHS sucks sometimes.	49 year old male in Western Washington using program(s) AEM
I like their courtesy.			85 year old female in Eastern Washington using program(s) AM
They have always been fast and courteous for me.	Give us more services and more food assistance.	I am satisfied and happy that DSHS helped me.	78 year old female in Eastern Washington using program(s) AEM
I think they are friendly, helpful and prompt. They help me a lot.			73 year old female in Western Washington using program(s) AHM
They still assist with care needs and come to my place to do the evaluations.	Transportation is a very great need I have.		100 year old female in Western Washington using program(s) AM
I get my appointments and don't have to deal with anybody.	I wouldn't have any idea.		77 year old female in Western Washington using program(s) AHM
They are really courteous and understanding.	Hire more staff.		52 year old female in Eastern Washington using program(s) AM
That they helped me with my food and medical.			79 year old female in Western Washington using program(s) AEM
It has been pretty seamless for the things that mom has needed.	It gets a little confusing with the doctor's bill as I am not sure if I should pay or not. And one time I paid a bill and was reimbursed because it was covered under Medicaid.		90 year old female in Western Washington using program(s) AEM
They help me when I need it and they take me to doctor when I need to.	Give me a woman care provider so I can take showers, if she can also take me to my doctor appointments. I have a man now who takes me to doctor appointments.		77 year old female in Western Washington using program(s) AM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Well because when I need them they are there.	I don't know. They've been awful good to me.		92 year old female in Eastern Washington using program(s) AM
She tells me she likes it.	She don't know about that.		84 year old female in Western Washington using program(s) AEM
I like the accessibility, and I can come to them with a problem and they can help me categorize it and lead me in the correct direction.	Our son lives with us and we get 3 letters - one for my son, one for my husband and one for me! It would be nice to receive 1 letter with all our names on it.		35 year old male in Western Washington using program(s) ADM
I like working with our caseworker, Diana Woods.			50 year old female in Western Washington using program(s) ADM
I like the caseworker she has right now, Roxanne Kamea. I like the fact that my daughter has the same caseworker.			30 year old female in Western Washington using program(s) ADM
I am very happy with the quality of the staff. They seem concerned.			87 year old male in Western Washington using program(s) AM
I think they are very impersonal. There is a real lack of information about what's available to me.	It is difficult to get doctors, etc. to accept the DSHS medical card. Also, I don't know where to go to get services. It would be really nice if DSHS put out a list of what's available and what vendors are available. What's covered? How do I find a dentist? For a long time, I didn't even know I had a case manager. Do I have a case manager now and who is it?	How do I find out about the answers to my previous questions in this survey?	60 year old female in Western Washington using program(s) AEHM
They are pretty cut and dried. Now, I understand the system and pretty much know what my benefits are, but it took a long time to develop the understanding what my Mom's benefits are. It took two years, which is entirely too long. The labyrinth of bureaucracy...too many layers of bureaucracy and paperwork.	See comment on 23. DSHS should focus on your customers, start with the client and work backwards. Here is our client - what do we need to do?	The AFH situation needs to be totally overhauled. It is a complete racket! She has lived in three of them and I had to take her out of all three.	82 year old female in Western Washington using program(s) AM
I only deal with DSHS with April Michal..the caseworker and she is the best!			70 year old male in Western Washington using program(s) AEM
They have dedicated people that are trying to help and are trying to do a professional job and really help. When you call and talk to them it all works out.	Large organization and has a lot of problems. More coordination of stuff for individual people. They are very overworked with large caseloads.	Client mentioned that when she switched from private medical insurance to Medicaid her doctor's office refused to keep her as a client. When she talked to the doctor, he agreed to keep seeing her. She felt that the nurse was rude, but was thankful that the doctor treated her with courtesy.	64 year old female in Western Washington using program(s) AHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I have really been satisfied with the information that I have gotten about programs and the staff have been very good about keeping me informed about what is happening.	Hire more case managers.		89 year old female in Western Washington using program(s) AM
They have helped me when I have needed help. It is my safety net and I very much need it.	More funding, and that they could do their job better and faster.	I just hope that people aren't afraid to pay the taxes that provide the services that are greatly needed.	62 year old female in Western Washington using program(s) AHM
That they are honest.	I don't think there is anything.		75 year old female in Western Washington using program(s) AEM
I have no problem with DSHS and I don't have to gripe about anything.	It used to be that my caregiver could take me to dinners but now they say they cannot do it because it's a social thing and it's not allowed. My sight is too poor to go by myself.		78 year old female in Western Washington using program(s) AM
I like how quickly they responded in sending in-home care workers to me. I had a couple that didn't work out but they were quickly replaced by DSHS.	Nothing that I can think of.	I would be lost without the DSHS program. I think it's an outstanding organization all the way around.	64 year old male in Western Washington using program(s) AEM
When I needed the food stamps, it was quick to get them.	I wish they would send me monthly balances of my child support payments, 'cause I don't know how much I owe and I pay them regularly. I was hoping I could work with them about keeping part of my income tax return to help with my household bills.		44 year old male in Eastern Washington using program(s) ESX
It is easy to get help when you go there.	Maybe cut down the wait in the office. It is hard when I have to take my young daughter in there and wait for such a long time.		19 year old female in Eastern Washington using program(s) EM
	Rebecca Law, where children have rights, is not an effective law for having children receive discipline to correct bad behavior which will most likely end up in jail or prison.		69 year old male in Eastern Washington using program(s) CZ
I like that I have medical for my son to get counseling.			17 year old male in Eastern Washington using program(s) HMX
I like our CSO office that I go through. Everyone in there is very helpful. It is easier to go into the office than use the 1-800 line.	It would be better to go back to calling the local office than the new 1-800 number that is impossible to get through.		29 year old female in Eastern Washington using program(s) EZ
They were pretty helpful when I received services.	Have more locations.		22 year old female in Western Washington using program(s) EZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
If I am in need it is easy to get help.	The people at the counter when you go into the office need not be so rude and need to understand that everyone has a different problem that sometimes needs to be treated in different ways. Sometimes these problems are not even their choice.	No. You have been wonderful.	39 year old female in Eastern Washington using program(s) EZ
They have made it very easy to reapply for food stamps and have given you enough time to get the paperwork back. They have provided me with the services of medical and food stamps and I am very grateful.	It takes a long time to get a real person when you call the 800#, and this could be corrected by offering the option at the beginning of the call. The option being to talk to a real person.	Nope, I think we are good.	54 year old female in Eastern Washington using program(s) EMZ
If I have a problem, I go in there and dealing with them is fine.	They could improve the amount of food stamps they provide.		46 year old female in Eastern Washington using program(s) EHMZ
The services that they provide.	Make it easier for a person to get food stamps. Increase the amount of food stamps that you get because it is not enough to make it through the month.	No. Not really.	20 year old female in Western Washington using program(s) EMSZ
They can sometimes give me the help that I need.	They could be a little faster and efficient time wise, and with people who have disabilities they could give a bit of a priority.		26 year old female in Western Washington using program(s) CEMSZ
They have helped me very much and been very beneficial to me.	Nothing.	No. I think they are so good.	32 year old female in Western Washington using program(s) EMSZ
	It took a very, very long time to go through the application process.		33 year old female in Western Washington using program(s) EX
I like the Omak CSO as the workers are very positive.	DCS needs to get their information correct. My niece was placed with us, and I was a non-needy relative. They sent me a letter that they were going after the absent parent. The letters were sent in an incorrect name to me, and my niece's name was also incorrect, as was my address. There was a waiver in place by the TANF social worker to not attempt to contact the absent parent due to child endangerment, and they did not honor that waiver.	I was really upset when I heard that DCS was attempting to contact the absent father, as there is a history of allegations of sexual abuse and molestation.	42 year old female in Eastern Washington using program(s) Z
All the services that I have received have helped me out a lot.	The worker could be a little happier and treat the client a little better.	Nope.	30 year old female in Western Washington using program(s) EMSZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	They could employ compassionate, thoughtful and knowledgeable workers. Some workers are very rude. One worker when we applied for services told us we were not eligible for anything. We spoke to her supervisor and her supervisor told us we were eligible for emergency assistance and food stamps and medical. It was a very upsetting experience.		34 year old male in Eastern Washington using program(s) EMX
They are all very courteous and treat you well.			40 year old female in Eastern Washington using program(s) EMZ
	Take action quicker when pursuing child support.	At the CSO, it is very difficult to get through the automated system, and I had lots of trouble getting to a live person.	33 year old female in Western Washington using program(s) EZ
The worker that I have is very helpful and we have a great relationship in which I have been able to receive my support.	Nothing.	Nothing.	47 year old female in Western Washington using program(s) Z
Their customer service was very good and very supportive!			47 year old female in Eastern Washington using program(s) Z
The Office of Child Support has been very helpful in providing services for me. Also the medical and the food stamps that are provided have helped.	Be clearer when they provide answers to my questions. The time limit that they give you to return information needs to be extended.	I don't. I hope that this helps.	34 year old female in Eastern Washington using program(s) EMZ
It comes in handy and they have provided me with food stamps for me and my children.	It is fine like it is. Everything is fair.	No. Keep up the good work.	23 year old female in Eastern Washington using program(s) EZ
I don't think anything!	Maybe they can put better persons in the office that understands the cases, and answers really relevant questions! They sometimes cannot answer my questions.		34 year old male in Western Washington using program(s) X
They have accountable for the support that I pay.	Nothing.	No. That's it.	51 year old male in Western Washington using program(s) EZ
They help me out with my medical and my food assistance.	The staff don't seem to understand the problems that I have very well. The spend down is too high.		65 year old female in Western Washington using program(s) EMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are consistent and stuck it out long term..DCS.	Have more live persons on the phone!	Time after time over the years I have received a questionnaire so I could assist in finding my ex-husband. My question is: With all the resources DSHS staff have at hand, why can't they find him themselves? I have heard over the years that my ex-husband had children with other women and I have heard that I was put at the bottom of the support list because my son was older than the others.	50 year old female in Western Washington using program(s) Z
I like the services I get.	Have more courteous staff at ESA.		30 year old female in Eastern Washington using program(s) EMZ
I like that they only send a monthly statement instead of sending something every time I get a check.	Don't make clients wait so long on the phone on hold and through the queuing system.		53 year old female in Western Washington using program(s) Z
They are always kind and courteous.	Be open 24 hours per day!		49 year old male in Western Washington using program(s) EX
They are easy to deal with.			45 year old male in Western Washington using program(s) X
I like that I don't have to ask my ex-husband for child support. I like that we don't have to have these conversations.	I wish there was a way to deal with the absent parent to make them be more responsible and make them pay the amounts they have to pay without going back to court and incur expenses and is timely.		58 year old female in Western Washington using program(s) Z
It is convenient.	Child support - my children are over 18 now. DCS has been taking out money and I don't make enough money. They did not explain that clearly to me. They say I am paying arrears but won't give me any information!	It makes it easy to do telephone interviews with DSHS staff at CSO or DCS.	41 year old male in Western Washington using program(s) EMVX
Nothing.	Have more staff at all programs to answer phone calls - I don't like the computerized system at all and it is very difficult to get a live person.	Client's mother stated that they pay private pay mental health provider. They had client go to a state pay facility for 6 months in the last 2 years. They changed to private pay as the state pay would not let her see psychiatrist. She was required to go to counseling and she does not do well in that setting.	20 year old female in Western Washington using program(s) EHMZ
The workers are doing their job as best they can.	DCS needs a complete overhaul, as my child has a dead beat dad who quits whenever DCS tries to contact him.		53 year old female in Eastern Washington using program(s) EZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are understanding of the situation and they do try to help with the situation.	The phone waiting time is so long and is inconvenient when you have kids.		33 year old female in Western Washington using program(s) Z
Some of their employees are outstanding!	Make the programs clear for people like me don't know anything about services, and explain things a lot clearer than they do.		65 year old male in Eastern Washington using program(s) EZ
I think they are very honest.			73 year old female in Eastern Washington using program(s) Z
I like that they are there when you need them to be.	I think one thing that they could do more is to treat people as the staff would like to be treated. They tend to "look down" at people applying [for] assistance.		41 year old female in Western Washington using program(s) EMZ
	They did not know the answer to my question about depositing money into my bank account. They did not explain why money was deposited. They speak too fast, and I am Chinese and learning English and it would be nice if they had more patience.		36 year old female in Western Washington using program(s) EZ
I appreciate that they can help out.	When I dropped off assistance, sometimes the CSO lost my documents. They said they didn't have them and I had to resubmit them. I was worried about submitting my personal bank statements with account number and password on them.		34 year old female in Western Washington using program(s) EMZ
I like that if I have a problem I will call, but if I go into the office they do a pretty good job of problem solving.	It's hard to call them as it is a long wait. I prefer going into the office because of that.		47 year old female in Western Washington using program(s) EMZ
I'm grateful that it is a resource for people who need help.			59 year old female in Western Washington using program(s) Z
The help that I receive from them.	Collect the \$60,000 back child support that is owed to me.		36 year old female in Western Washington using program(s) CZ
Their services help with our grandchildren.	They don't tell you how long you have to wait to qualify for help. When my job ended due to disability they didn't explain that I could be added onto grandchildren's grant. Initial visit was that I wouldn't qualify for anything, the process was very confusing.		55 year old male in Western Washington using program(s) EZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
My child support shows up and I can track it.	Make the custodial and non-custodial parent more aware of what their child support agreement actually states. There are too many statements on the child support order that can be interpreted too many different ways.	In regards to my husband's case as a non-custodial parent, I have been dealing with issues involving his case and the support enforcement officer is pretty much being unfair to us because of the situation. He didn't want to hear what I had to say and said we didn't have the right to request a hearing without a good reason. He was very rude.	32 year old female in Western Washington using program(s) Z
They were very courteous, kind, considerate.		We had three different caseworkers (DCS), the years we were collecting child support the service was always good, communication between new caseworkers, they were sensitive, and pro-active when my daughter passed away.	41 year old female in Western Washington using program(s) Z
When I talked to someone they were actually able to answer my questions and I did not get the run around.			37 year old female in Western Washington using program(s) Z
They seem to be there when you need them.			64 year old female in Eastern Washington using program(s) Z
They let me know what I need and they were able to help me and work with me and my son.	Maybe they could keep appointments on time within reason and not make you wait and wait.		27 year old female in Eastern Washington using program(s) EMZ
	They could listen to you and they could treat you like a civil human being. They have lost a lot of paperwork recently that I can't replace and it is going to mess up my child care services and I'll have to pay child care out of my pocket 'cause I can't replace the lost paperwork because my boss doesn't do that.	They treat people like they are dirt (CSO). The furlough day is sometimes the only day I can run errands.	44 year old female in Eastern Washington using program(s) EMZ
Their service of collecting child support has greatly increased the chance of getting child support.	I feel like the absent parent of your child may have received special treatment because she had other children because the prosecuting attorney would not prosecute a parent who has several other children and I don't feel this right.		36 year old male in Western Washington using program(s) Z
The DD side of DSHS is what benefits us the most in helping [name redacted].	I don't have any response.		70 year old male in Western Washington using program(s) DHM
It is easy to get the benefits of people that are eligible to get the services that they need. Also it has helped to have the medical, food stamps, mental health and drug and alcohol services.	Put my effort in dealing with clients that are frauding the department.	Just get the fraud workers to do their job, because I feel the fraud clients are taking away the benefits that the clients in real need deserve.	18 year old female in Eastern Washington using program(s) HMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That I can get free medical services from DSHS, including dental services.			10 year old female in Western Washington using program(s) EM
The application review.	Change the phone system so one doesn't have to hold and correspond with a computer.		29 year old male in Western Washington using program(s) EHMS
They have provided me with food stamps and also have helped me with my drug and alcohol treatment. It also helps that they sent the paperwork that needs to be completed in the mail instead of me having to go into the office.	Nothing.	No I don't think I do.	63 year old female in Western Washington using program(s) ESZ
They are very responsive and very fair to me.			49 year old male in Western Washington using program(s) X
They have treated me very well and given me the information that I have needed with my support.	Nothing.	No, everything is fine.	39 year old male in Western Washington using program(s) X
I like that they have services on the internet which makes it easy to do necessary paperwork on line. They have provided me with medical and food stamps and I don't know how we would have made it without these services. Also we are very grateful for the drug and alcohol services.	The services need to be the same from office to office. When we were in Spokane we were eligible for medical when my husband was on unemployment and then we moved to Vancouver and he was still getting the same amount of unemployment but we are not eligible for medical there. The workers need to be more personable and helpful in the office.	No, but thank you. You have [been] very nice.	29 year old female in Eastern Washington using program(s) EMSZ
They are good at helping me get what I need.	Not make us wait so long! I have to sit in the office for a long time sometimes.		56 year old female in Western Washington using program(s) EMS
Nothing.	Provide more medical help.	Nope.	38 year old female in Western Washington using program(s) CEMSZ
They are usually pretty repetitive and they really help.	Maybe reduce the red tape.		18 year old female in Western Washington using program(s) CEHM
They have kept me off the street by providing me with services like medical, food stamps and cash. They have also helped [me] stay sober and clean.	The DSHS office is understaffed and overworked. The cuts that have been made make it real hard for a person to live or get around. I cannot even afford to take the bus. We need to have dental and vision provided. Also a person requesting drug treatment needs to be able to get the treatment immediately and not have to wait 6 months. The drug person needs it NOW.	No. Thanks for being nice.	43 year old male in Western Washington using program(s) EMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Normally I like the fact that they help those that need their help.	They need to be more effective in being a team when you talk to one person and then the next person and the next person. They should be aware of what each person is saying. The social worker that I have tells me one thing and then I get a call from another lady telling me something else. Then, they will tell me the supervisor says something else. Pretty much I jump through all their hoops only to have them tell me to come in to reapply for everything else. This started with my cash assistance and then at the end of January 2011 the same thing happened with my medical.	Smokey Point office is the only DSHS office with which I have had these problems. I am upset with [names redacted].	47 year old female in Western Washington using program(s) AEHMSZ
They do help my family, but a lot of the people don't know about the different programs that are available for clients.	They need to not be so strict about the income level - my family still needs help. I had surgery - was out of work for 6 weeks and couldn't pay my mortgage. They felt that I came in too late to ask for help, but I really needed their help and it really got me behind. I work hard and don't want to be on welfare, but sometimes people really need help for a short time. Some workers choose not to help you, but some have been amazing! It takes a client being persistent, but we need the workers to be caring enough to help clients out. I'm really trying and so are a lot of clients.		39 year old female in Western Washington using program(s) EHMZ
I like that I get the help that I need most of the time.	Fire [name redacted] in Spokane Maple Street CSO.	I guess overall DSHS services are good. But, I want to bring something to your attention. My major issue with financial person [name redacted]. I met with her and wanted to get day care while I attended school with no grant to me. Then, I got a notice in two weeks that my day care was cut off.	30 year old female in Eastern Washington using program(s) EHMZ
Every time that I have requested assistance they have always helped me.	To make sure that they check my submitted papers correctly, and eliminate the ones that don't need it.	I want to know why they decreased the amount paid to me for rent. Why did it go down to \$150?	38 year old male in Western Washington using program(s) ES
I think that they are respectful and understand my needs. I really appreciate that they are willing to work with me.	I don't have any complaints.		64 year old female in Eastern Washington using program(s) AEHM
Nothing.	Have better customer [service]. Some employees have an attitude and are impatient.		78 year old male in Western Washington using program(s) AEHM
They are easy to work with.			45 year old male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The services and help.	They could understand their clients needs better.		42 year old male in Western Washington using program(s) EMX
Everything is fine - no problem.			1 year old female in Eastern Washington using program(s) EM
Nothing.	DCS should answer phones in person and not with a computer.		39 year old male in Eastern Washington using program(s) X
They have provided me with medical and mental assistance and food stamps.	They need to make the services run more efficient. Staff needs to have follow-up customer service. They need to increase the grants and provide dental and vision.	No.	42 year old male in Western Washington using program(s) EHM
	In cases like mine, where I have never had a paternity test to prove I am the father of the child I pay support for, they should change the law to make paternity a requirement. Because I did not contact the court before a deadline date, I was ordered to pay child support.		34 year old male in Western Washington using program(s) X
They have helped me with my medical, cash and food stamps and I could not have made it without their help.	They need to take clients into a room rather than interviewing them in the front office where everyone is. The situation and reason for why we are there is not a good thing but we have had no control over it and have had to use the services to survive and I don't want to be there and it is shameful for me to be there but I have no choice. I want to be able to dependent on myself and not the Department.	No. I am grateful.	10 year old male in Western Washington using program(s) EHM
Absolutely nothing! I hate it.	Return phone calls. Have more mental health programs available. It would be nice to talk with a live person instead of the computerized phone system.		31 year old male in Eastern Washington using program(s) EHMSX
They have done the best that they can with the resources that they have. They have helped me with medical and food stamps and I am grateful.	With child support they need to adjust a case when a child is no longer in the home, and also be more strict to the absent parent that is working under the table.	No, I don't think so.	32 year old male in Western Washington using program(s) EHMSX
The staff are pretty friendly and they get back to you pretty quick. They have helped me with what I needed in a timely fashion and they do listen when I have something to say. They will work with you.		I think Child Support can mess with the fathers pretty hard sometimes, and they get the raw end of the deal.	32 year old female in Western Washington using program(s) EHMZ
Nothing really.			32 year old male in Eastern Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The help is fast and courteous.			30 year old male in Eastern Washington using program(s) ESX
I have been dealt with courteously.	It shouldn't be up to another parent to support a child if the other parent can't provide adequate housing if each parent has that child half time.		41 year old male in Western Washington using program(s) X
I only have to deal with them once a year and they have provided me with cash, medical and food stamps.	Stop decreasing benefits like medical benefits. Continue dental and vision. Also stop decreasing the amount of the grants that you receive.	You hope that they improve the medical coverage.	10 year old male in Eastern Washington using program(s) EHM
The potential resources and networking they offer.	More personal, human being-to-human being, services. I was calling call center and was on hold for 4 hours. The fact that I have to make copies of paperwork that I already sent in more than once as somehow it is lost or not received, the expense of this adds up and is terribly inconvenient and happens often. I now send 'return receipt' verification letters, which is even more spendy, to make sure the office receives the verification the first time.		17 year old female in Western Washington using program(s) EHM
They have helped me [with] my medical problems, provided me with care so that I can stay in my home, and I get food stamps which helps.	Quit cutting the services. We need to have dental and vision back.	No. Thank you.	52 year old female in Western Washington using program(s) AEHM
That they don't treat me like a criminal.	Make the other half pay child support as well, as neither of us have custody.		35 year old male in Western Washington using program(s) X
They take their time and actually help you out.	Get a couple more people down there at the office.		24 year old male in Eastern Washington using program(s) X
The caseworker that is working with me now has been very helpful in explaining the actions that are being taken against my case. I get very good resources from the worker.	Responding back to the client in a timely matter. Be better listeners and explain things better. Follow up on the action that they said they are going to do quickly.	No, thank you.	30 year old male in Western Washington using program(s) X
I like if I need help of some kind, all I got to do is call up and see if I'm covered with medical.	The cut from \$339 to \$266 kind of hurts.		62 year old male in Eastern Washington using program(s) EMX
The fact that they provide me with my medicine and my medical needs when I need them. Also the food stamps help me.	Be more patient to their clients.	No, thank you.	30 year old male in Western Washington using program(s) EHMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That they exist.	They could have a better telephone system, and more education for people on what services are available. The staff could be more receptive and understanding on the phone.		34 year old female in Western Washington using program(s) EMS
I like the fact that I get help with food cause it is very expensive.	Pay more attention to what their clients say, and don't just judge them and think that they are lazy. Some people are just incapable.		26 year old female in Western Washington using program(s) CEHMZ
They are easy to access, and are willing to take the time to try to meet my needs.	I would say, maintain the services that have been available without any cuts.		45 year old male in Western Washington using program(s) EHMSVX
They have helped me and my family out quite a bit.	They just cut my monies \$70 a month, that was a hit.		47 year old male in Western Washington using program(s) EHMS
They have been good to work with when I had to call them; they have been courteous.			57 year old female in Western Washington using program(s) EHM
They are human, and not like so professional that they are not personable.			48 year old female in Western Washington using program(s) HM
I like the way they treat citizens. And I like that if we need help they help us and the paperwork goes smoothly.			33 year old male in Western Washington using program(s) EHMS
The help that they have.	They could give you vouchers for diapers and miscellaneous things like that.		25 year old female in Eastern Washington using program(s) DEM
The benefits that I received were great. The child care was very helpful and the drug treatment was the #one service that I received. Also the food stamps, cash benefits and medical have helped a lot.	Extend the five year limit, as the help was grateful and needed and give a longer notice when the limit of time is up. We only got 4 months notice.	No.	35 year old female in Eastern Washington using program(s) EMSZ
I am helped reasonably quickly. I use the internet there.			47 year old male in Eastern Washington using program(s) EMS
They have helped me with the payment of my Medicare and also provided me with food stamps, and I am grateful for that.	Increase the amount of money that a GAU clients get back to \$339 and not the \$266 because you cannot live on that amount. Also provide dental and vision. Increase the amount of food stamps that people get.	Nope. If DSHS sends you to a doctor then they should have the responsibility of getting the report from that doctor and not have the client get it and turn it in.	45 year old male in Eastern Washington using program(s) EHMSX
	They could maybe have a little longer hours.		45 year old male in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide me with food stamps.	Nothing.	Nope.	23 year old male in Western Washington using program(s) EX
I like that they are there and available to help me.	It is very hard to get a timely response whether I visit DSHS in person or calling. Takes too long.	When I went to the community health center for my daughter - she had a horrible rash. The doctors at the health center really never told me what's wrong with my daughter. They prescribed medicine and it didn't help. They were of little help. This is on 112th Avenue in Everett.	10 year old female in Western Washington using program(s) M
The people at DSHS are much kinder and more thoughtful now than when I first got involved in the program. They have changed for the better every year.		My son went to Stanford U. and graduated on scholarship. I helped him a lot when he was there.	62 year old female in Eastern Washington using program(s) EHM
	They could be more available and give more education and job training.		39 year old female in Eastern Washington using program(s) EMSZ
They have provided us with services like medical, food stamps, mental health and care so that we can keep [name redacted] in the home and not put him in a nursing home.	They need to provide dental, vision and additional care for the disabled.	Thank you for being so understanding.	25 year old male in Western Washington using program(s) AEHM
They have helped me with my medical, food stamps and mental health services.	Increase the amount of money that you receive on GAX. There is no way you can live on \$266 per month. We do get food stamps but finding a place to rent for under \$266 is impossible. Also they need to provide dental and vision.	Nope.	55 year old male in Eastern Washington using program(s) EHMZ
They are very quick and want to help.	The one year review reminder should be sent out earlier than now.		12 year old male in Eastern Washington using program(s) HM
They have gotten a lot faster and easier to deal with. And, I only have to do the paperwork once a year and the staff is very good.			11 year old male in Western Washington using program(s) HM
They seem to have experience helping people who have needs, and they seem to take care of people's needs.	They could figure how to unite businesses and industries, they could manufacture items for the current population, they could give items to the citizens free. The robots could do jobs instead of people if all necessary items and services are provided for free. Then the robots could do the jobs for the people.		43 year old male in Western Washington using program(s) EHM
What help they do offer is not offered anywhere else.			35 year old male in Western Washington using program(s) EMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are helpful and help me get the services I want.	Cover more medications!		51 year old female in Western Washington using program(s) HM
I have suffered from depression - they treat me nice and I like the people. They are fair and understand my needs.		I don't have enough medical coverage now. I have little income.	60 year old female in Western Washington using program(s) EHM
		Years ago, I had made a direct payment to my ex-spouse and then getting it registered as a spousal/child support payment, it didn't seem easy to get that into the system. As a matter of fact, I am not sure it ever did get entered. Maybe DCS needs to figure out an easier way to get those initial payments into the system for clients.	46 year old male in Western Washington using program(s) X
They are there to help.	Let me talk to a real person when I call.		48 year old female in Western Washington using program(s) EHM
They are efficient, they get to people quicker in the office.	Not make any cuts from services.	[Name redacted] in King County, a foot doctor, worked on one of my feet. A month later worked on the other foot because he was doing a numbing process, he quit in the middle of it and did not finish the process because he said I was hollering too loud. He walked out and did not clean up my foot or wrap it for me to leave, he just left me sitting there. When I was in the reception area, he told his nurse not to call transportation for me until I left his office. He acted like he was coming off a withdrawal from drugs, because he was totally different from when he worked on the other foot a month earlier. And I hope he did not get paid for that appointment which was on Dec. 2nd of 2010. I called the Better Business Bureau and did not know what to do. I am going to contact Public Health.	46 year old female in Western Washington using program(s) EHMSX
I like the DSHS office. People there work very hard and treat people respectful.		I am very satisfied with DSHS!	44 year old female in Western Washington using program(s) EHM
	More people in call centers, and shorter wait times on the phone and in the office.		73 year old female in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The medical and the food stamps.	Be able to get a hold of them easier, you always get a machine.		62 year old male in Western Washington using program(s) EMX
They have provided me with assistance in getting care for [name redacted].	I don't know.	No.	28 year old female in Western Washington using program(s) AEHMS
I don't like it.	I don't have any suggestions.		55 year old male in Western Washington using program(s) EHMS
The caseworkers really seem to care about the kids.	They should move the kids through the system faster.		12 year old male in Western Washington using program(s) CHM
The staff that I have worked with have been very professional and treated me well.	I was displeased with DSHS as I was looking for medical help and in trying to get this I received food stamps. It took about 6 to 8 weeks to get a decision regarding medical, during this time they suggested I did not work. I was in need of mental health help. I ended up going to work, then when I returned to apply for medical, it has been 12 weeks and I still have not heard from them. Over a 5 or 6 month period I still have not received the mental health help I am wanting. I had just gone thru a divorce, I have 6 children, and was in need of counseling as I was in severe depression.	The system is not focused toward single adults who may be in dire need of help.	43 year old male in Western Washington using program(s) EX
All the services that they offer are great.	Need to have the dental service and not cut the medical services. Now we have to pay a co-payment for the medicine that we get and we cannot afford it. Also we need to have the vision continued. Also foot care.	Nope. I hope that they will reinstate the medical that they have cut.	67 year old male in Western Washington using program(s) DHM
They get back to you right away when you need help. They have provided me with medical and food stamps and mental health care [for] which I am very grateful.	Not sure.	No, none at all.	28 year old male in Western Washington using program(s) DEHM
That I can call on the phone and have a phone appointment instead of going into the office.	Provide dental, and a list of doctors and dentist and eye doctors that take medical coupons.	No, I don't think so.	49 year old female in Western Washington using program(s) EHMS
They help me so that I can eat with the food stamps that I get and they help me with mental health and doctor's visits.	We need to have dental service again and also vision.	I don't think so.	56 year old female in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The services I get (medical) are good.	Keep the offices open five days a week! Budget cutbacks.	I wish DSHS would stop cutting services, but they probably won't.	52 year old female in Western Washington using program(s) EHM
The new system where you can come early before 11 and they will take you in without an appointment.			49 year old male in Western Washington using program(s) ES
Just that they seem to give you a lot of 'paper' information, i.e.. agencies that can help you.			31 year old male in Western Washington using program(s) DHMSV
They offer helpful resources.	Have more staff.		54 year old male in Western Washington using program(s) EHMSX
They are willing to help somebody who needs help - like myself. They are there to answer my questions.	On the required paperwork, it would be best if they were more clear as to which agency I am supposed to go to. I was going to a certain mental health agency and then DSHS said I had to go elsewhere. I am not going right now and have stopped taking my meds.	Overall, DSHS is doing the best job that they can.	45 year old male in Western Washington using program(s) EHMS
They are actually helpful and friendly most of the time.	They could explain more and quit giving the runaround. I am applying for SSI, and I see a judge on Feb 10th and they shut my TANF off and said I don't qualify for a hardship extension. They told me previously I did qualify for a hardship extension. Now they want a statement from my doctor, which I have already given them several times.		31 year old female in Western Washington using program(s) EHMSZ
It was really helpful with medications.			53 year old male in Western Washington using program(s) EHM
That they search to find the best for the individual client.	We need to challenge the school area, and find out who is qualified and not qualified for medical and dental or school and work.		32 year old female in Eastern Washington using program(s) EHMV
They have helped me out with medical bills. They were understanding and approved my surgeries.	They could communicate more, and do one-on-ones. I don't always understand the letters they send.		49 year old female in Western Washington using program(s) AEHM
They usually give me good help.	The last time I visited DSHS I had to wait too long while DSHS found my paperwork.		52 year old female in Western Washington using program(s) EHMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like the care and the response of the case managers.	Emergency response teams outside of normal business hours need to be addressed. They are simply not available. There seems to be a disconnect between services areas. So often mental health just says "It's not our area" and it's nobody else's area either, so you are left without help. [Name redacted] was delusional and suicidal and was hearing voices and the Community Designated Mental Health Professional from Mental Health said it was not a mental health issue. There seems to be a struggle between DD and Mental Health leaving the client without services, a place to live, etc. The justice system often becomes the only option which is a difficult one. No one seems to want to take responsibility and the justice system seems to be inappropriate.	Within months, [name redacted] will be needing hospice care, and due to cuts it is not available now. This will not allow death with dignity. Everyone deserves a peaceful, painless death.	54 year old male in Western Washington using program(s) DHM
Good services, meets many needs.	Need better interpreters for the deaf.	I appreciate very much the services provided by DSHS. Oh, sometimes I get frustrated with the interpreters provided - they sometimes are difficult to understand.	53 year old female in Eastern Washington using program(s) V
I appreciate their help when no one else would help me, they were there.	When I was trying to get a hold of someone, it was very difficult. When I left a message with my caseworker it would take about a week before I heard from her.	It seems like when I had to take my son to emergency room, they looked down on me because I had coupons.	17 year old male in Eastern Washington using program(s) EM
I like being able to deal w/people on the phone. It saves me gas and time waiting.	They could balance their budget so people don't get services cut.		5 year old male in Western Washington using program(s) EHM
She likes her independence, i.e., bus tickets to get back and forth from appointments and Paratransit.		Caregiver had concerns about not getting paid enough, as is 31 years old and cannot get medical as earns too much. Her children get medical.	56 year old female in Western Washington using program(s) HM
They are attentive and treat you with respect.	I think they need to be more attentive with information clients give them and try not to make so many mistakes, it is a headache. When you turn in paperwork it is supposed to be put in the system, and sometimes there is a problem with that and sometimes I have to talk to a supervisor.		71 year old female in Western Washington using program(s) EHM
They are very responsive to my questions.	Some of the written correspondence is a little confusing. But, when I call they put it into layman's terms.		50 year old female in Eastern Washington using program(s) VZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that they try to help me and don't pressure me.			23 year old male in Eastern Washington using program(s) EMS
The services that they can provide are good.	Schedule appointments - when I go to DSHS office and sign in. Generally, I then have to wait 3-4 hours to ask a two minute question. I cannot get through on the phone so that's why I go in person.	I am very distressed that there might be additional cuts in services by DSHS. I need new glasses and I cannot get them. Dental has also been cut. So far I haven't noticed but I have Washington Basic Health and have for the last three or four years. If that is cut, I am diabetic and have had one heart attack already...how will I get by? I am currently on 9 medications and only get \$16 food assistance per month. I was happy with Mental Health and now that has also been reduced or cut.	47 year old male in Western Washington using program(s) EHM
Recently, I like the fact that they put someone in the lobby to help direct people.	They could add live telephone operators at each program level to answer questions and to direct the call.	As far as on-line access, it very convenient so I don't have to visit the CSO.	48 year old male in Western Washington using program(s) EMSX
It's very convenient using the medical card and the food stamp card too.	They need to bring back dental coverage and eye coverage.		47 year old female in Eastern Washington using program(s) EHM
They are very helpful with my situation.			1 year old female in Western Washington using program(s) EM
It is easy to get services and I am grateful for the medical and food stamps, and medical health and drug and alcohol services.	Shorten the wait to get assistance.	No, not really.	52 year old male in Western Washington using program(s) EHMS
They have been very efficient as a whole and they have helped me out greatly.	Division of Child Support is too biased. When I first started dealing with them years ago when I separated from my wife, she told them I did not give her money, which I did. DCS was going to supply her with an attorney and totally represented her. I had to hire my own attorney basically to prove I did pay her and I could not afford. SO they seem to be totally biased.	As a whole, DSHS has been a lifesaver for me as I had a debilitating spinal injury and have to learn to live with that.	49 year old male in Western Washington using program(s) AHMSX
They want my son to live as normal a life as possible within his limitations.	Have more group homes available.		25 year old male in Western Washington using program(s) EHM
There is so many locations to get help. They have helped me with food stamps, alcohol treatment, and medical.	Sometimes there is no transportation in order to get the office and they need to make exceptions for this.	Nope.	51 year old male in Western Washington using program(s) EMSZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The majority of the people who work there are helpful.	Following through with what they say they're going to do and improving communications. They have not supported my legal rights to see my children.	I've been going through hell trying to get my partner to see a doctor, as he is disabled but can't get an appointment or voucher to see a doctor to confirm his disability.	32 year old female in Western Washington using program(s) EHMx
My social worker, Pamela Lyons, in the Vancouver office is very good!	DSHS should get the facts straight that are put into the files. I have given them my correct address and it is still wrong on the DSHS files/records. They also said I admitted to using drugs and put that into the file record. I did NOT say I used drugs and passed a drug test saying that I was clean and a non-user. My initial caseworker, [name redacted], Vancouver DSHS office was terrible. Everything she wrote was 100% lies. I had her for a short period of time and then was transferred to a different caseworker. One other item: I do not like the DSHS answering machine system at the CSO. When I call in, I need to speak with a live person and it's nearly impossible to break through the system and get a live person to talk with.		10 year old male in Western Washington using program(s) CEHM
They do bring a lot of help, with food and medical, and relieve a lot of stress.	I have a medical need to lose weight as the discs in my back are deteriorating and my back doctor says if I could lose weight it may reverse the damage. However, I have had my gall bladder removed and have difficulty losing weight even with exercising. I have also had 2 other surgeries, removing appendix and c-section. I know of people who have had weight loss surgery and although I have a medical need to lose the weight, it is not covered. I am frustrated that my back condition will continue to worsen if I cannot get help with this.		22 year old female in Western Washington using program(s) EHMz
	The computer randomly generates warnings and it freaks me out, then when I go down they have what they need already.	When I saw the psychiatrist for my mental health review, she was very rude to me and made comments that were just uncalled for.	32 year old male in Western Washington using program(s) EHM
They have nice workers that occasionally will help and care about the clients.	Provide dental and vision. Decrease the paper work involved in getting assistance. Decrease the time frame in which you need to reapply for assistance. If on SSI you should not have to reapply every 6 months unless there is a change and that should have already been reported.	That the person that I talked [to] was great and understanding.	33 year old male in Western Washington using program(s) EMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are there when you need them.	The people who work the front desk could have more pleasant attitudes, as they seem to a perpetual state of that you are bothering them.	I know that all our dental has been cut off, and I was in the process of getting my tooth fixed where my nerve is exposed. So now I am stuck. I saw a dentist that I later found out only did tooth extractions, and I needed to keep what teeth I could. There was no selection of dentists.	51 year old female in Western Washington using program(s) EHM
They communicate with the different agencies in providing services. They also have provided me with medical and food stamps and drug and alcohol treatment which I am very grateful for.	The north end of Seattle needs another DSHS office to help clients. Need to provide dental and vision as this is very important.	No. I sure could use the food and I really need it.	54 year old female in Western Washington using program(s) EHMS
	They could have a resource that I could use to see what programs are available thru DSHS. My primary problem with health and mental health, I have developed problems with the mental health services is they don't appear to be adequately staffed. The person that prescribes medications at my mental health office apparently has given up on me. More specifically, the service does not offer any psychologists or psychiatrists on staff which means that there is no therapy that they have to offer. This is the area where I am having problems with the mental health resources.		49 year old male in Western Washington using program(s) EHM
They are helpful in my time of need.			49 year old female in Western Washington using program(s) EHMZ
	They could put people's information in correctly, they could contact me in a timely manner, they could have someone who knows about DSHS or people who know what they are doing because the person I deal with doesn't (i.e. I am a bookkeeper, and I know what I am supposed to take care of about paying bills etc.). I sent information in May 2010 about increase in income to Tumwater DSHS office and I have not heard a response to date. I sent this information in 3 times and have still not heard from them. I am supposed to report changes in income in a timely manner. I am so frustrated.		64 year old male in Western Washington using program(s) HM
The workers are nice and it is a good service. I have needed the medical and food stamps that I receive each month and also the drug and alcohol treatment that I received was grateful and helpful.	I don't know. I am fine with it.	No I don't.	46 year old male in Western Washington using program(s) EMSV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
DSHS staff are very supportive and give good advice.	Shorten the waiting list. I waited almost two years before I got service.		26 year old female in Western Washington using program(s) V
They help people when they need it.	I think they should do a little bit heavier screening. Some people that qualify shouldn't be qualified (i.e., I've known a couple of people who apply for cash, medical and food stamps and get it and then I applied once for cash assistance when I wasn't working and we did not qualify because she had a little bit of a retirement. And my ex is pretty much living off the state and there is no reason she couldn't go out and work like the rest of the taxpayers.)		9 year old male in Western Washington using program(s) EM
	Now that we have been switched to Molina in our area, we have to wait for approval for more things. The pre-approval process takes forever sometimes (i.e., we had to wait for 3 months for skin medicine for one of my children; my child was having headaches, they first denied the MRI that was requested and then the doctor called and appealed it and finally it got approved and took a month or so.)		9 year old female in Eastern Washington using program(s) EM
	Let people know when the office is closed on those special days, it is 40 miles one way. It would nice to have an office closer. He has difficulty with the food card, the people at the store say it has nothing on it, but the people at DSHS says it does, so it causes a lot of traveling to figure out the problem and is a hassle. And sometimes it happens on a weekend which is frustrating and inconvenient, especially with the office so far away.		62 year old male in Eastern Washington using program(s) EM
They are prompt.	They could return your phone calls within 24 hours.		27 year old female in Eastern Washington using program(s) EHMZ
They are pretty straightforward about what is available.			31 year old male in Western Washington using program(s) EMS
They have provided me with food stamps.	Need to not change their program as often. When you get into a program then they terminate you and start up another program. They keep changing everything so I am not able to finish what they wanted me to do before they change it again.	No.	38 year old female in Eastern Washington using program(s) EHMSZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They help a lot for students and needy people.	Students only work 4 hrs maybe 2 days a week, but we are not eligible to get medical.		20 year old female in Western Washington using program(s) EM
That they are really helpful.	It would be nice if they were available to answer the 1-800 medical question phone longer hours and if it were quicker to get a replacement medical ID card.		30 year old female in Western Washington using program(s) CEM
They have helped me with financial, medical and food stamps and have helped me with the skills to get a job. They paid for my drug and alcohol treatment and if they had not I would not be clean today.	Return client's call within 24 hours.	None.	22 year old female in Eastern Washington using program(s) EMSZ
	They could be more easily accessible by phone. And have persons who are easily understood (i.e., some workers from different countries are sometimes very difficult to understand).		61 year old female in Western Washington using program(s) EM
They do offer food stamps and medical and that is a big help for me and also daycare.	Re-check the information that people turn in so they don't delay the benefits they need (i.e., I turned in the same information 4 times and they had what they needed the very time first time).	They changed the benefits for dental, and it was better before, cause people really need it.	25 year old female in Eastern Washington using program(s) EM
The help that they have provided for me and my child.	Provide dental and assistance for a single client who has just completed alcohol treatment.		40 year old female in Western Washington using program(s) CEMSZ
The only thing I receive are the food stamps that's all.	It takes too long sometimes because it's too busy with too many people there, so maybe having more people work there.		50 year old male in Eastern Washington using program(s) E
I like that they have helped me out a lot and have helped me get back into school and helped me to start doing volunteer work.	They could let you know that if you move to another office you may have to change medical providers. I had to take my child into emergency room because I did not know this.		4 year old male in Eastern Washington using program(s) EM
They have helped me with medical and food stamps. Also the drug and alcohol helped me.	Provide more services and don't cut people off when they still need the service. Also continue the dental and vision program. Support Enforcement needs to be flexible in the amount of child support they are demanding. Should be able to go to court and reduce the amount if you are unemployed and unable to pay the support. Also they should not be able to require more than a person makes and needs to live on. It is impossible to pay what they are requesting and still live.	Nope.	27 year old male in Eastern Washington using program(s) EHMSX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Most of the workers give a lot of helpful information and are very helpful. On-line program is real easy to follow and is a great resource.	I would make it where when you first come in for interview, it would be nice to be able to do the interview over the phone instead of in person or internet, because some people don't have access to internet or time availability during the day.		27 year old female in Western Washington using program(s) EZ
They have helped me with many services like mental health, drug and alcohol treatment, medical care and food stamps. Without their help I would not be here today.	Add dental care. It is very important to my health.	No I don't.	54 year old female in Western Washington using program(s) EHMS
It is very helpful financially.			22 year old female in Western Washington using program(s) EMZ
I like that they provide benefits for single working parents and their families.	They could make benefits more available to the single working parent who gets minimum wage who has expensive medical treatment/prescription needs.		28 year old female in Eastern Washington using program(s) EMZ
They are there to help me when I need it. They have provided me with my medical and food stamps.	Need to act more quickly on application for home health care.	No, I don't think so.	66 year old male in Western Washington using program(s) EMS
They afford me the opportunity to get help that I wouldn't be able to get on my own.	Improve phone center response.	Very very expedient response to calling me back. I mailed the letter about 3 yesterday and you called me about 11:40 am the next day.	45 year old male in Western Washington using program(s) EHMS
They are helpful. They have provided me with medical and food stamps.	I don't know.	Nothing.	35 year old female in Western Washington using program(s) CEMS
They are really friendly and not disrespectful. They have provided me with financial, medical and food stamps of which I am thankful.	They need to be more clear about what options you have for your assistance.	Nope.	19 year old female in Western Washington using program(s) EMS
Nothing.	Make sure that there is somebody to help folks like me that have a brain injury and cannot think or comprehend very well. The automated phone system is awful.		54 year old male in Western Washington using program(s) EHMS
They have provided me with medical and food stamps and done a very good job.	When you call the 800# you need to be talking to a live person instead of the answering machine who cannot talk back to you.	Nothing.	51 year old male in Western Washington using program(s) EHM
They were helpful in trying to get a job.	Nothing.	No.	59 year old male in Western Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing. I don't like dealing with DSHS.	Overhauling the whole department from the ground up. Provide us with vision, foot care and dental. Make it client friendly. Make it so the clients do not sit out in the lobby for days at a time. Need more workers in the front office to help the clients. Increase the food stamps so that you can live off them for the full month.	It has been a joy to talk to you and be able to put my input into the survey.	56 year old male in Eastern Washington using program(s) AEMS
That I don't have to talk to them very often. They pay my family medical needs and bills in a timely fashion.	Decrease the wait time when calling on the phone and have smarter employees who speak English. Provide better dental coverage.	No, not really.	12 year old male in Western Washington using program(s) HM
They have provided me with medical services and food stamps.	Not demand so much paperwork to get the services.	I don't at this time.	50 year old female in Western Washington using program(s) EMS
They help me get by with food and medical.	Offer more assistance.	No.	23 year old female in Western Washington using program(s) EMSZ
They have provided me with assistance in paying Medicare part B and that is very helpful I liked the fact that the Sky Valley CSO has a person that greets you when you arrive instead of just taking a number.	Right hand does not know what the left hand does. You get many letters that are very confusing and one will say one thing and the other will say something different. Which one is correct? This needs to be straightened out.	No. You have been very helpful.	65 year old female in Western Washington using program(s) HM
The support that I received from DVR.	Not sure.	Nope. Everything is fine, but I would like to know how I get DVR services again.	40 year old male in Western Washington using program(s) V
I am glad they were there to help me when I needed them. They have provided me with medical, food stamps and financial and treatment, which I am very grateful for.	Make every department work together so that you get the services that you need and each department knows what the other department is doing.	Not really. You made it very easy to answer the questions.	50 year old male in Western Washington using program(s) AEHMS
I just like the help and the benefits that are provided. DSHS is like a blessing to me.		Thanks for all the help, and God bless everyone!	36 year old male in Western Washington using program(s) EHMSX
It is easy to get food stamps and easy for people to get services when they need them.	Communications, and returning phones in a quicker matter.	Nope.	23 year old male in Western Washington using program(s) E
The support that they give me, and the listening skills that they give me. They help me with my alcohol problem.	Nothing. I think they are doing a good job.	No. Everything was great.	52 year old male in Western Washington using program(s) S
I really don't have to go into the offices at this time, I am satisfied with the services at this time. I've been helped by them in such a wonderful way that I really couldn't complain.	That they do not cut medical for people.		62 year old male in Western Washington using program(s) EMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	Be more available, and deal with clients with more courtesy (i.e., CPS).		21 year old female in Western Washington using program(s) CEMSZ
They are there for me. They have helped me so much it's unbelievable. I thought I was going to be dead a couple years ago, I didn't think I was going to survive the storm. DSHS has been amazing.			50 year old male in Western Washington using program(s) EMSX
The friendly service. When I call I get someone who understands the issues and is willing to work with me.			49 year old female in Eastern Washington using program(s) AHMS
The opportunity to keep living. I am very grateful to DSHS - I'm alive because of them.	Pay their providers sooner to get their money on time so that we don't lose our doctors.		48 year old male in Western Washington using program(s) EM
I like the fact that DSHS is the safety net for those otherwise who would not have any help.		We are concerned about cutbacks mentioned in the newspaper and how those cutbacks will affect us.	32 year old male in Western Washington using program(s) HMS
They take care of my needs.	Maybe look at a person's situation and understand what his needs are a little better.		57 year old male in Western Washington using program(s) EMS
They are prompt.	They could get me back on food assistance now that I really need!	I really need medical and food assistance so I plan on going to CSO and reapply.	42 year old male in Western Washington using program(s) ESX
It is nice to know about treatment that is available, they helped me get into treatment within a week, and ADATSA helped pay for my treatment. And then they helped me find a program that would help me pay for treatment after the 6 months that ADATSA paid for treatment which was very helpful.	They were giving me \$349 a month, but because I am homeless they reduced it to \$266 a month, because they said I didn't have bills to pay.		39 year old male in Eastern Washington using program(s) ESX
DASA was very helpful when I went to treatment.	Get more funding!	I think it is neat that you folks are checking in and seeing what's going on.	48 year old female in Western Washington using program(s) EMS
I like the fact that it is even there.	You guys do the best you can with what you have.		54 year old male in Western Washington using program(s) EHMSX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>[Name redacted] needs to retire or be fired from DVR. She takes what tiny bit of authority she has and abuses it (i.e., she claimed I had an appointment at 10 am, and I made sure it was at 10 am confirmed by [name redacted]'s secretary. I got there at 10 am, and [name redacted] was furious, and said that she had a doctor appointment at 8:15 and she missed it because of me and was very mad at me and said she was going to have to pay for the missed doctor appointment. And then she said, "Now where do you want to work, in some back office where nobody pisses you off?" I left that appointment early and never went back and she kept calling me and calling me to the point of harassment. She ended up giving me an ultimatum to attend computer classes through "Act Now," and all this information I already knew and was a waste of my time and the taxpayers' money. She sprayed air freshener when a white lady left, and said "She stunk like bad body odor" to me. If anyone ever wants to talk to me about this person, please call me.</p>	<p>Why is it when they want to put someone through classes, they have to learn '03' not the current classes for '07,' which is what I needed. I even questioned the owners of 'Act Now Personnel' and they said no one uses '07'.</p>	<p>49 year old female in Eastern Washington using program(s) V</p>
<p>I like if they can help a person when they need help, like housing.</p>	<p>They need to help more of the people with their services.</p>		<p>41 year old male in Western Washington using program(s) EMSX</p>
<p>They have always treated us with a lot of courtesy and respect. They are very good about answering out questions and helping steer me in the right direction.</p>			<p>71 year old male in Western Washington using program(s) AM</p>
<p>I like the people, they're very nice and always treat me with respect.</p>	<p>Sometimes their mail things annoy me. I send things in and then I get a letter from Olympia telling me I haven't sent it in. I guess it's a lag in paperwork.</p>		<p>57 year old female in Eastern Washington using program(s) EM</p>
<p>They have provided me with the TANF grant and that has really helped me.</p>	<p>Be more patient with the people that they deal with.</p>	<p>No, that's it.</p>	<p>22 year old female in Western Washington using program(s) EM</p>
<p>I don't like dealing with DSHS. Nothing.</p>	<p>Hire more people.</p>	<p>Nope.</p>	<p>4 year old female in Eastern Washington using program(s) EM</p>
<p>I received prompt, courteous service. They treated me like a person and want to help you. They helped me reach my goal.</p>			<p>53 year old female in Western Washington using program(s) V</p>
<p>They have helped me a lot since I am just working part time. The medical and food stamps are a big help for me.</p>	<p>They need to continue providing dental and vision.</p>	<p>No that will be it. I just need the dental and vision.</p>	<p>2 year old female in Western Washington using program(s) EM</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
When I call I always get the answers that I need.	Continue to provide dental and vision services.	No, that's it.	11 year old male in Eastern Washington using program(s) EM
They are very helpful in setting up the food assistance and the medical care I needed.	There is a lot of uncertainty about what is being cut right now.		59 year old female in Western Washington using program(s) AEM
That they help people that are in need.	They can extend the medical services to everyone that is on assistance. They can reinstate dental and vision. Help people with mental health problems better.	Nope.	25 year old female in Western Washington using program(s) CEHMV
My caseworker, Jen Sibley, she is awesome and I love her - she does really good work for me.			46 year old female in Western Washington using program(s) AEM
They are nice. They have helped me with my medical and food stamps and also child support.	I don't know.	Nope, sure don't.	34 year old male in Eastern Washington using program(s) EMZ
They have provided me with medical and food stamps.	Better customer service. I think that they need to have services 24 hours per day so that when there is an emergency the client can talk to someone to try and solve the problem.	Nope.	3 year old female in Eastern Washington using program(s) EM
They were courteous to me. I am thankful they are there - they have good programs.			46 year old male in Western Washington using program(s) EMVX
They have provided many services while [name redacted] is in the nursing home and also have provided us with the medical that we need. I am very grateful for the help that we receive.	They need to provide vision and dental again.	I hope that it helps the Department.	60 year old male in Western Washington using program(s) AEM
One of the things is that they do the interviews over the telephone - it is more beneficial to me and I appreciate that as I do suffer from anxiety.	The limitations on their food stamps. I can't buy toilet paper, laundry soap etc. and they are also essential. Also, less limitations on the medical supplies.		12 year old male in Western Washington using program(s) EM
	I think they're doing all they can right now. Maybe a little friendlier right now.		37 year old male in Eastern Washington using program(s) EMSX
I needed help - there really isn't anything I like best.	Make it easier to talk to somebody real. I don't mind getting letters, but I don't like just getting a letter to tell me my services are terminated without my input. I think the human element is missing - there are always two sides to every coin.	How do I go back and get my benefits back? I've called several times and I have to wait on HOLD and it's frustrating.	51 year old male in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like sometimes that they actually call you back on the same day. I like how you can get applications off the internet, because I don't always have a chance to call them before they close the office.	Better communication - they never let me know the status of our case. I was told that they didn't receive the paperwork and closed our case! I sent the information on time, so I don't understand. Another thing I don't understand is how we are approved for food stamps, but we don't get any...we qualify for zero dollars of food stamps. How does this make any sense?	I personally would like to be informed if my case was about to be closed BEFORE they do that. I sent the paperwork on time and I made sure to make and keep a copy of the statements they requested. We've been waiting to hear back, but hadn't heard anything, so I finally called in and they said they closed our case - they said that they received the paperwork a week late! I'm really FRUSTRATED with this process and my family is really in need of food. Times are hard, but we're trying.	33 year old male in Western Washington using program(s) E
They have helped us when we have needed it with food stamps and medical for the children.	I don't know.	Nope, that is about it.	35 year old male in Eastern Washington using program(s) E
The DD department is very good and has treated my son great. I am also grateful that I get food stamps and medical.	Respond back to the clients a lot quicker than they do.	No, I do not.	19 year old male in Western Washington using program(s) DEM
They have treated me with respect and provided me with medical food stamps and mental health services.	Shorten wait times when you go into the office.	Nope.	26 year old female in Western Washington using program(s) EHM
They have provided me with medical and food stamps.	The mental health workers do not need to be so RUDE in communication with their clients.	Nope.	26 year old male in Western Washington using program(s) EHM
They have helped me with my medical and food stamps. They helped me feed my family.	I don't know.	That's about it.	29 year old female in Western Washington using program(s) EHMZ
It is really helpful to know that you have the support and have options.	The Internet site could be improved a bit. When I wanted to update information, it was difficult to find the right spot to do it and the system took me and made me fill out a new application.	The first time I did a phone interview - I was supposed to have my information available - the DSHS staffer told me that I should have mailed in hard copies before the interview. That was not made very clear!	30 year old female in Eastern Washington using program(s) EM
The help that they give to people that are in need.	Customer service that they give can be improved on. Sometimes they are very rude. Also it takes a long time for them to process an application and that needs to be corrected.	Nope. That's it.	13 year old male in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
With the hard times these days, it's good to have - it's really helped us out. I never thought that I'd have to use DSHS services - I've always had a job in the past.	I know that the caseloads are really deep. We had to wait for 4 1/2 months to find out if we could get the help that we needed. Timing is very important and I know that there are many people applying for services, but that was a really long wait. We didn't know what was happening and didn't feel that we were kept informed. When you need services, it's difficult to wait.		42 year old male in Western Washington using program(s) E
When I have questions, DSHS staff answer them. When I need help, DSHS staff always help me.			6 year old female in Eastern Washington using program(s) EM
I like the medical services best. I don't have to worry.	When I call, I want to speak to a live person - not a computer!		7 year old female in Eastern Washington using program(s) EM
The only thing is that they are helpful with are the medical coupons for my kids, which I think is a lot.	I think DSHS [needs] more professional staff members and more courtesy. It has improved some but was not good during my first visits to CSO.		5 year old female in Eastern Washington using program(s) EM
I just think that they are a valuable part of the system for these children that are being physically and mentally abused by their parents. They are very IMPORTANT for our society these days - in a sense that's sad to say. It takes a special person to be able to do that work - from intake through adoption all the people we've worked with have been great.	Get a bigger budget. They do the best they can with what they have to work with. The people are informed and know what they need to do to help clients.		4 year old female in Eastern Washington using program(s) CM
That's a tough one.	They don't really help out with kids or elderly people. They don't give the help to those that really need it.		6 year old female in Eastern Washington using program(s) EM
They have provided a lot of mental health for me that has helped.	I don't know, they've really helped me.		54 year old female in Western Washington using program(s) EHM
Nothing.	The caseworkers do not understand the situation that the client is in and they don't treat them like they should. They need to understand the situation.	No, at this time I don't.	5 year old female in Western Washington using program(s) EM
The WorkFirst has been very helpful in helping me find a job and steering you to a career that is good for the economic now.	We need to continue with vision and dental care.	No, not at this time.	26 year old female in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They helped me with medical for my children.	Need to help more with the people that want to do something in life instead of deny them services when they really need them. Even if it is a short time of three months that would help them get back on their feet.	Nope.	28 year old female in Western Washington using program(s) EZ
I like that I get the help I need when I need it.	Make the wait time less in the office and on the phone when I call.		20 year old female in Western Washington using program(s) EM
They have provided me with medical for my husband, but now they have terminated it. They also give me food stamps. I also have medical for my children and I am very grateful for that.	Wants medical back for my husband.	Nothing now.	45 year old female in Western Washington using program(s) E
They are nice. They have helped us with food stamps and medical.	Investigate some of the people on food stamps and medical. I think that there are a lot of people who are taking advantage of the system and should not be getting the benefits.	No, I don't.	7 year old male in Eastern Washington using program(s) EM
Staff are very friendly and very helpful. They try to get me in and out as quickly as possible.	DSHS might have longer office hours. I work and get off at 5 p.m. which makes it difficult to get to the DSHS office before closing. Maybe consider staying open until 6 or 7 in the evening.	Keep up the good work!	34 year old female in Eastern Washington using program(s) EMZ
	Get more funding from the state.		6 year old female in Western Washington using program(s) D
They helped me get a job and make me responsible.	Move to better locations.		21 year old male in Western Washington using program(s) V
They have provided me with food stamps and my children have always had medical. I am very grateful for that.	The WorkFirst services are very hard to deal with. They make in impossible for the clients to comply. If you have school age children it makes it hard to comply for 8 hours when the children are only in school for 6 hours. Medical does not cover anything to do with TMJ and the dental coverage will not cover it either. Dental services and vision need to be continued for children and adults.	Nope.	31 year old female in Eastern Washington using program(s) EM
Medical services are great.	I don't know. For me they have helped me a lot and I can't think of any suggestions.	No, it's all good. Thank you.	11 year old female in Western Washington using program(s) M
	One time I went to DSHS for services and told them I had nothing to eat, no blankets, no heat for my family - they told me it was my problem.	I have my children and I am working so I am able to pay the doctors.	63 year old male in Eastern Washington using program(s) V
Every time I have visited their office I have received quick service.			40 year old female in Eastern Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide me with medical for my children.	It's good enough.	No, no comments.	3 year old male in Eastern Washington using program(s) M
	They could actually understand my situation better, instead of comparing me to somebody else.		21 year old female in Western Washington using program(s) E
Every once in awhile you get a worker that is decent to you. The medical has helped us a lot. but if anything goes wrong then it is very time consuming and confusing to correct the problem. The food stamps have been very helpful.	The communication between the providers and the department needs to be corrected. We need to have the dental and the vision for the everyone again. Daycare needs to be provided on the weekends and in the evenings so that people can go to work.	DSHS is extremely slow at giving benefits to the clients, but they are very fast at taking them away from the clients.	3 year old female in Western Washington using program(s) CEM
I like that they have provided me with food stamps and medical. The cash is hard to get because I have a disability and they think I should be getting SSD or SSI, but SS has denied my applications.	If they are going to refer someone to SS they need to have someone to help them with the application.	Nope, I am good.	13 year old male in Western Washington using program(s) EM
They have provided me with health care and food stamps. They have also provided me with financial assistance with I really needed it.	Smaller caseloads so that the response time in answering questions is better. We need to have dental for the adults. My husband makes very little and I have a disabled child that is tube fed and we all need to have medical care.	No.	5 year old female in Western Washington using program(s) EM
They have provided me with the additional medical services that I have needed and whenever I have called them they have provided me with the information that I needed.	Better communications with literature between the client and the office. They need to explain when they change medical programs as to what is covered and what is not covered.	Nope. That's everything.	12 year old male in Western Washington using program(s) EM
I like that they are very nice and courteous and always willing to listen.	There is nothing that I can think of. They do a good job overall - maybe be a little faster. They seem to be a wall that people run into. It is very difficult to get help when you need it.		36 year old male in Eastern Washington using program(s) EM 52 year old male in Western Washington using program(s) EMZ
Actually, I dealt with some really good people...some were not very good but some were awesome.	Treat men equally. They set everything up for DSHS schedule and forget that people are working for a living. My wife had to go to several court cases in Monroe. She had no license and had to ride the bus, and then the court/DSHS cancelled the hearing or the caseworker didn't show up.		35 year old male in Western Washington using program(s) CX
They have helped and answered my questions and assisted me in the time of need for me and my family.	I think that the five programs I accessed should have better linkage between programs so clients don't have to provide the same information over and over.	I am grateful for DSHS since they helped me and my family in our time of need!	40 year old male in Western Washington using program(s) CEMSX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I don't like DSHS.	Cut out all the people that really don't need food stamps or other support!		26 year old male in Eastern Washington using program(s) X
At times I do get a chance to talk to people who understand me and will work with me.	Take a look with more concern about my situation.	I have a back issue, and wish DSHS could help me resolve it through treatment.	57 year old male in Eastern Washington using program(s) HMS
They were patient with all my questions and overall friendly.	It's frustrating to spend a whole day in office. Appointment lines don't seem to move much quicker. Also, it's nearly impossible to get someone to answer basic questions over the phone. You have to go to the office and wait in line every time.		23 year old female in Western Washington using program(s) E
Nothing.			34 year old male in Western Washington using program(s) ESX
I like the fact that I don't have to deal directly with the mother for payments.	Maybe send out a statement and inquiry on monies that needs to be sent to the custodial parent. We have a lot of doctor bills on the child, and the non-custodial parent is responsible for 40 percent of the medical bills, and it would be nice if Child Support was able to keep track of those responsibilities as well. We sent in the whole doctor bill and then DCS bills the non-custodial parent for the 40 percent.		35 year old male in Western Washington using program(s) Z
They are friendly and respectful.	They make you wait a long time, and have you running in circles. They send you to different people, and seems like they give you the runaround. When you talk to the person who interviewed you, and ask them a question they can't give you a direct answer. There seems to be confusion in the office, from worker to worker. I talked to the call center and they told me I was not eligible for GAU because I had minor children, and then when I talked to my social worker she said I was eligible for GAU. Then when I turned in my paperwork for GAU, the social service worker said that if you don't qualify with us, we'll give you to the TANF worker and you may qualify with them. Then TANF denied me, and then they sent me back to GAU and told me to get another psychological evaluation. I am still being sent back and forth and waiting to see if I am eligible.		44 year old male in Western Washington using program(s) EHMx

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	They could have better customer service because they always seem tired and angry which ends up making me feel bad and I have mental disabilities. SO it is very hard to go into their office.		23 year old female in Western Washington using program(s) EMZ
	It's hard to deal with them, the lines are long, you can't get a hold of anyone by phone, sometimes it's like they don't talk to each other.		40 year old female in Western Washington using program(s) EMSZ
They make sure the food stamps are on the Quest card quickly.			30 year old male in Western Washington using program(s) EMSZ
They've helped us out with food.	They could be easier to get a hold of by phone because it's even harder in person.		28 year old male in Western Washington using program(s) ESX
I'm a contractor, so in the winter I hit dry spells, and they help me out in times of need.	Make sure workers have a professional attitude, and have a better attitude toward helping those in need and treat them more like people, and not like they hate their jobs.		35 year old male in Eastern Washington using program(s) EMZ
They are friendly and easy to work with.	Have more information about jobs for clients.		19 year old male in Eastern Washington using program(s) EM
DSHS is not complicated. It is easy to get services.	Make it easier to talk to someone on the phone - it is almost impossible to get through to a live person on the phone.		28 year old female in Western Washington using program(s) ES
	Change the non-custodial payment schedule - it should be lower. It should be fair between male and female.		27 year old male in Eastern Washington using program(s) EMZ
I really don't know, but I like that they try and help people that are in need. They are pretty organized, not nice all the time, but pretty organized.	I think that they should look into everyone's cases a lot harder - it's a too easy for some people to get services when they really shouldn't.		19 year old female in Eastern Washington using program(s) EMZ
The ability to take care of some of the stuff online.	I can't think of anything.		42 year old male in Western Washington using program(s) Z
I like the fact that DSHS is close by and the lady at the front desk is nice.	I feel that it's not fair now much you have given me for food assistance based on my income. It's not enough!	I feel frustrated because I told DSHS my income, I can prove my income but I can't live off that, pay rent and get \$88 in food assistance!	28 year old female in Western Washington using program(s) EMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
It was easily accessible, the staff are wonderful, they are very nonjudgmental, they are very service oriented and quick to produce positive results. The staff I worked with are also very efficient and definitely give out more information than the client asks for - both written and verbal.	They could have more funding so they could expand.	DSHS moved quickly, efficiently and has always been extremely professional and compassionate. Staff I dealt with always acted as if I was the only thing they ever worked on.	47 year old female in Western Washington using program(s) Z
I can depend on the financial and medical help to be in the mail for the girls that I have in my custody. Also the mental health and drug and alcohol services were grateful.	More funding and more employees to help the people that need it.	No.	17 year old female in Western Washington using program(s) CEHMS
Sometimes they help, but usually they don't help me that much. I felt like they treated me like a loser.	Have all divisions work together. Child Support, Food Assistance and DASA were so different and didn't seem to communicate with one another.	DCS did not listen very well to me and always threatened me with the court and/or jail.	39 year old male in Western Washington using program(s) EMSX
They help and they are easy to talk to. They have provided me with medical for me and child.	When they sent out the letters to me the due dates are already or real close to being due. They don't give me enough time to complete what they want.	No.	19 year old female in Western Washington using program(s) EMZ
	Have more staff.		35 year old male in Western Washington using program(s) X
They help you out when you need it.	Nothing.	No.	21 year old female in Western Washington using program(s) CEMSZ
They have quick response most of the time - they are friendly and courteous and understanding.	I wish the qualifications for medical coverage were easier. I cannot afford the costs but am meeting all other program criteria.		32 year old female in Western Washington using program(s) Z
I like they can give me whatever I need and they explain that to me.	I need to call for an interview, Mon through Fri from 8am to 3pm, and I work 7 to 5:30, and that makes it almost impossible for me.		25 year old female in Eastern Washington using program(s) EM
	Maybe try to get back to people quicker (CSO).		23 year old female in Eastern Washington using program(s) EMZ
I went to the local office in Belltown. They were very friendly and helpful at that CSO. They were very creative in troubleshooting with my situation and that was so helpful.	Child support services, I used briefly and they were not very helpful. They processed the claim, but then were not very helpful after the fact. They did not offer advice which I was requesting it. They also did not refer me to the food stamp or cash divisions or any other agencies. The other divisions did refer me onto other agencies for help.		39 year old female in Western Washington using program(s) EMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Going in to the office in person and getting the help that I need with no waiting.	Nothing.	No.	47 year old female in Western Washington using program(s) Z
They have provided me with medical and food for my children. Also I get WIC for my baby.	Nothing.	Nope.	38 year old female in Western Washington using program(s) EZ
	Listening to the person applying and being a little more personal and understand what is going on, instead of doing just paperwork.		42 year old male in Western Washington using program(s) EMVX
It is great to be able to apply for assistance on the computer.	Changes that happen in a case need to be acted on in a timely matter and not weeks later.	That should take care of it now.	56 year old female in Eastern Washington using program(s) Z
	I applied for Medicaid for my 6 month daughter for DD medical and there was no restrictions on the coupon for a medical provider with the original coupon. I don't know what happened, and the first coupon I got had no restrictions, then we did not get a coupon for 2 months. Then I got a coupon 2 months later that said "restrictions." They told me they sent me coupons the 2 months prior, I did not get any. I tried to contact them to discuss why "restrictions" is on the coupon, and they said they would look into it. I was working and could not call and remain on hold for hours, but I did call infrequently and then the response from DSHS was just confusion. What I was told on the 2nd call, was to come into the office to clear it up. I would go into the office and they would tell me to call on the phone to clear it up. And it was a vicious circle. In the meantime my daughter had several doctor appointments with the doctor who was seeing her & she continued to see her as a courtesy. And I was so upset that I ended up with a \$500 bill that was sent to collections. So then I had to change doctors and I have had to pay out of pocket hundreds of dollars since this nightmare. I am so upset that when you called for a survey, I just ignored the calls because I am still angry.		1 year old female in Western Washington using program(s) DM
They have provided me with quick service. Also it is good to have accountability of the support that is paid.	Nothing.	Nope.	38 year old female in Eastern Washington using program(s) Z
They keep track of the amount of child support paid and when it is paid. They kept track of the back support which he has now paid. This accountability is really nice.	Keep people more informed of the services that they offer.	Nope.	38 year old female in Western Washington using program(s) Z

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>They could communicate with each other. If you call and you actually talk to somebody, you can never get the same person you spoke with before, so you have to start all over. CPS needs to get their facts straight before they pull kids. They need to listen to a person, and seriously consider what is best for the kids. They make rush decisions and take action before they get all the facts. It ends up messing up the kids. There are so many people who don't deserve to have their kids out there that the department doesn't even look at.</p>		<p>41 year old female in Western Washington using program(s) CEZ</p>
<p>That I can get an appointment right away.</p>	<p>Return calls within 24 hours.</p>		<p>31 year old female in Eastern Washington using program(s) CEMX</p>
<p>In the beginning they were very helpful and very cooperative, but as time went on, it felt like out of sight out of mind.</p>	<p>The social worker never returned phone calls, I would have to go to the Guardian ad Litem and they would be helpful. They need to listen to the foster care parents since they are with us 24-7, it seemed like when we asked for resources for the children, such as counseling, etc, it was like we were talking to a brick wall.</p>		<p>57 year old male in Eastern Washington using program(s) C</p>
<p>They provide help when you need it.</p>			<p>11 year old male in Eastern Washington using program(s) EHM</p>
<p>They listen to our problems, and like to help and understand what we try to say to them.</p>	<p>Maybe they could get help to kids who are not citizens.</p>		<p>29 year old male in Western Washington using program(s) EX</p>
<p>I like the mission of the department, and that they are looking out for the kids.</p>	<p>I am out of state and they couldn't explain how Washington's process interacts with Oregon's process. It took WA state about a month to answer me and it took Oregon about eight hours.</p>	<p>He asked that I write this comment for him. He would like to be notified when this study is put into final form so he can see it. He authorized that I put his cell phone number here [number redacted] so someone could call him and tell him where to view it and when it would be available.</p>	<p>50 year old male in Western Washington using program(s) X</p>
<p>I've always been listened to and understood by DSHS workers.</p>	<p>The Child & Family caseworker could be more accessible. It is very difficult to reach her, and have had parents and others try to reach her as well and I seldom get a response or return call.</p>		<p>18 year old female in Western Washington using program(s) CM</p>
<p>Just the fact that they are trying to help those that need it.</p>	<p>My ex-husband and myself share 50-50 custody of our children but DSHS says whomever applies for benefits first - gets them - and the other person gets no benefits.</p>	<p>At DASA, there wasn't anyone to talk with for a long time. I hope that is fixed by now.</p>	<p>35 year old female in Western Washington using program(s) EMS</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that they care for others in need.	They could pay for expensive [medications] that my son needs for his asthma, ADHD, cerebral palsy, and seizures. The medical card does not cover my son for his congestion problems and that makes all his medical problems get worse.		11 year old male in Eastern Washington using program(s) HM
Since I have been dealing with Mental Health - they are very good at making sure I got what I really needed!	It would be nice to get a person instead of the computerized telephone service.		49 year old female in Western Washington using program(s) EHMS
They are here to help us when we are in need with food, counseling and medical. DSHS can help people when they are in the worst of positions.	I think in the foster care program, they need more houses with less staff and less children rather than houses with more children and more staff. So kids could get more individualized attention.		18 year old male in Western Washington using program(s) CEHMS
They have provided services for the people that need them.	Be fair and treat the clients equally when decisions are made about the assistance that is being provided.	No.	29 year old female in Western Washington using program(s) CEHMZ
They helped us with the needs of the 29 foster children that we had.	Return phone calls sooner.	Nope.	57 year old male in Western Washington using program(s) C
They have provided medical care.	They have limited the dental services and that needs to be improved.	No. I am good.	44 year old female in Western Washington using program(s) M
	They need to be available to people who work during the day.		52 year old male in Western Washington using program(s) C
They are there for the children.	Work with the people. When we had foster children, they would help us half of the time and the other half of the time they wouldn't.		52 year old male in Western Washington using program(s) CE
I [don't] feel like I have any problems with DSHS, they are easy to deal with and are helpful.			28 year old female in Western Washington using program(s) CZ
I get my food stamps every month from them.			52 year old female in Eastern Washington using program(s) EHM
They have made it so I don't have to go into the office very much. They have also provided me with my medical and food stamps.	I have no idea.	No.	57 year old male in Western Washington using program(s) EMS
The provided me with drug and alcohol treatment and I am very grateful for it.	Nothing.	Nope.	25 year old male in Western Washington using program(s) S
They helped us adopt our children.	Nothing.	I do not.	30 year old male in Western Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The resources that were provided when services were needed.	We need to have the positive stories put on the news instead of always just the negative stories.	Nope. Thank you.	51 year old female in Western Washington using program(s) C
They have helped me better my life. I am very thankful for the services that they have provided like medical, food stamps, TANF, my drug and alcohol treatment and parenting classes.	They need to provide dental and vision.	Nope. Thank you.	38 year old female in Western Washington using program(s) CEMSZ
I like that it's a financially huge help to us. We were lucky to have it.			29 year old male in Western Washington using program(s) EM
I don't have to deal with them.			50 year old male in Western Washington using program(s) C
They have provided me with the services when I have needed them.	Better service when you go to the DSHS office. You should not have to wait hours to be seen. It needs to be verified with the amount of checks and food stamps that the people are receiving. Many are cashing in their food stamps for cash and then purchasing drugs with it and that is not right.	Nope. That's it.	67 year old female in Western Washington using program(s) C
They have responded back to me as quick as possible.	Nothing. They are doing a wonderful job.	No. I just think my caseworker is doing a very good job.	70 year old male in Western Washington using program(s) C
Nothing.	They should be able to communicate in a timely and faster manner. They should have better training for the staff so all have a better understanding of what their own programs are about.		50 year old female in Eastern Washington using program(s) CZ
I don't like dealing with DSHS.	I think the "APP" idea for a Smartphone is a great idea. I also think the reputation of DSHS is bad. Any time DSHS gets involved it is scary for everyone involved. Sometimes DSHS wheels of progress are extremely slow. It's not fun having people coming into your home evaluating you.	I think you need a bigger budget.	48 year old male in Western Washington using program(s) C
	They could make services more attainable for white people.		34 year old female in Western Washington using program(s) CE
I felt that everybody was courteous.	They could probably, in the future, try to get both sides of the story.		45 year old female in Eastern Washington using program(s) C
They were very helpful, courteous and they answered all questions that I had. They were very good about returning paperwork, etc.			55 year old male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that I can go talk to my social worker and, even if it's not within their scope, they can direct me to someone to help me.	I think having more staff to minimize the time I wait on the phone. I want a live person to talk with and not have someone call me 24 hours later. Then, I might not be available.	I appreciate all DSHS has done for us!	43 year old female in Eastern Washington using program(s) C
I actually have been impressed over the years about how they cared about our family and what we have taken on.			49 year old female in Western Washington using program(s) C
Obviously, the help.	One of the big things is that I am a single mom with 5 kids and I work 60 hours per week. It takes way too much time to gather information for DSHS to get \$200 in food assistance. I have to sometimes take one day off work (unpaid) to do some of this. Also, I have to send the same information to more than one department at DSHS. Then, sometimes I have to go to DSHS to get everything stamped.		8 year old male in Eastern Washington using program(s) EM
	I would like to see a way that DSHS could guarantee that the money goes to the children. I would like to have a representative that is closer - have offices more convenient to access. My officer is in Bellingham which is about three hours away! I think my SEO has a problem with me. I got laid off for nine months and lost my truck, etc. The support was just too much. Have more specific rules rather than generalized ones.		33 year old male in Western Washington using program(s) X
	Nothing that I can think of.		46 year old male in Western Washington using program(s) X
They were very helpful, and I am grateful for the drug and alcohol treatment.	The worker needs to be more understanding with the client and the problems that they are dealing with.	Nope.	22 year old female in Eastern Washington using program(s) EMS
They are very willing to help you. They have really worked with me and provided me with medical, food stamps, and drug and alcohol treatment.	The different departments need to communicate better with each other.	Nope.	23 year old female in Western Washington using program(s) EMSZ
I don't like anything.	Their employees could be a lot nicer in Bremerton CSO. There are a couple of women who work there who are quite rude and seem to believe they should be somewhere else. They are at the front desk.		22 year old female in Western Washington using program(s) CEMZ
They have helped me out when I have needed it, and provided me with food stamps.	Get more workers in the office.	Nope.	37 year old male in Eastern Washington using program(s) EX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
When I needed them, they were there.	Provide medical for needy kids.		40 year old female in Western Washington using program(s) Z
I like that DSHS provided medical services and pays for the bills for my son.			19 year old male in Western Washington using program(s) DEM
I really don't like anything about DSHS.	They need to personalize it more - when I call it is impossible to get a real person on the phone. Maybe they are understaffed - they need help in this area.		45 year old female in Western Washington using program(s) EMZ
Well, they help women and children.	Help provide more services to men.		54 year old male in Western Washington using program(s) E
The staff are very courteous and respectful.	Make it easier to get to a live person on the phone at the Longview Office!		42 year old female in Western Washington using program(s) EMZ
I thought that the people in the office were very nice. I am a graduate student and had a minimum wage job for the summer and they helped me a lot!	The biggest thing was phone service. I had a very negative experience on the phone with a staff person. I then began receiving funds from a study experience and wanted to cancel my food assistance. The staff couldn't understand why your income is zero yet you are receiving funds? He basically accused me of fraud which was not true. I didn't feel like he was listening to what I had to say. I called back and spoke to a supervisor who was great and completely understood.	It would be interesting to see where the income cut-offs are so the information could be out in the community.	29 year old female in Western Washington using program(s) E
I think that they try very hard to consider other people's feelings.	I think that they could improve the foster parent support group. And, also they could improve the orientation of knowledge received for foster parenting. The system seems to be more about the budget than the child's needs.	As a foster parent, it would have been nice to have been treated more professionally because we are stepping up to be there for these children.	34 year old male in Western Washington using program(s) C
Nothing.	Not have so much red tape!		50 year old female in Eastern Washington using program(s) Z
I've dealt with many of the social workers and they are real about children and they are very easy to work with.			48 year old female in Western Washington using program(s) CZ
Our experience with foster care is that they are trying to help them and the families they go to.			50 year old male in Western Washington using program(s) C
The services were available when I requested them.	Quicker searches while we are waiting in the CSO.		5 year old male in Eastern Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are there to help me when I need it. I am grateful for the medical and food stamps that I receive.	They need to keep the drug and alcohol/drug [treatment] going and not close down the treatment centers. They also need to continue with the dental and vision services.	No, not at this time.	31 year old male in Eastern Washington using program(s) EMSX
They've helped me get on my feet. I was in a troubling situation and I am successfully getting on my feet.	The CSO is very good for the most part. The only problem I am having is that I am having problems with TANF. I am trying to call and get information on the child support and how DSHS collects it. The agency where I got drug and alcohol treatment, I sought help on my own to get help with addiction to opiates, and the treatment center wanted me to stay on methadone and I wanted to get totally clean. I did get off methadone and the doctor I saw was my fiancé's father's co-worker, who started my treatment on Suboxone and that did help me to get totally clean. It was a 4-month process and did get weaned off of it and am now successfully clean.		26 year old female in Western Washington using program(s) MS
Staff are helpful.	More timely responses by phone.		30 year old female in Western Washington using program(s) CEHMZ
It is really grateful to the medical card instead of the coupons each month. You can use the card right away and you don't have to wait for the coupon to come in the mail.	Inform people more about the services that are offered.	No, thank you very much.	55 year old female in Eastern Washington using program(s) EHM
Nothing.			30 year old female in Eastern Washington using program(s) EZ
They have helped me when I need it with medical and food stamps. They sent you a reminder to reapply for assistance when necessary.	Provide medical for adults.	No. It has been nice talking to you.	7 year old male in Western Washington using program(s) EM
They follow-up with paperwork, address and verify information. They also have provided me with cash, food stamps and medical. If it was not for the medical I would not have had the opportunity to go to inpatient treatment at St. Peters Hospital and now be in a clean and sober house.	Nothing. I am very pleased with the services that I am receiving. They need to provide better dental, like teeth cleaning, and vision.	Nope. Everything is great.	40 year old male in Western Washington using program(s) CEHMX
They have provided me with medical and food stamps.	Provide a list of doctors and dentists that take the medical card. Also provide vision again.	No I don't.	31 year old male in Western Washington using program(s) DEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have helped me set goals to better myself, and they have provided me with food stamps and medical and cash.	It would be helpful if it didn't take so long to make a decision on a application. 45 days is too long.	Nope.	54 year old male in Western Washington using program(s) EMX
In my experience they have always been quick to respond and also, the caseworkers that I have worked with are very passionate to help.	I believe that they are making constant improvements to help people and they do the best they can to accomplish that.	I really commend the DSHS employees that work in the Kitsap County Office - they are a wonderful group of people! I've taken people who are from the islands, that don't speak English very well, to the DSHS office to apply for assistance and everyone in the office has always been so helpful. The people from the front desk to the financial worker have gone through every avenue to try and help these clients and I'm so impressed by the staff's professionalism and their caring spirit. I just want the staff to know how much they are appreciated.	46 year old female in Western Washington using program(s) X
Just the fact that they are always there when I need them, and help me in ways that I need help.	I am very upset that adults can no longer get dental care. My sister-in-law has a tooth growing in sideways and is in dire need of help. She has a 15-month-old baby and she is in pain and cannot take care of her baby in the way that she needs to. She ends up going to the emergency room to get some pain medication help.		32 year old male in Eastern Washington using program(s) CEM
	I have another child and I have concerns on how long social services can hold a child in Child Protective Services, my older son was held for 3 years. And it was not easy or swift to get him into my custody because he was removed from his mother's custody.		40 year old male in Western Washington using program(s) X

What does DSHS do well?

What could DSHS do better?

Additional Comments

Client Characteristics*

Most of the time the people are friendly and helpful in the CSO.

It would be nice if there were more options in places that you could go to for mental health. It was very busy where I took my son, and I didn't feel like he was getting adequate counseling services because I would have to cancel appointment when my son was having a terrible day and they were not understanding about those circumstances.

I want to make it clear that my dealings with CWS in Walla Walla County are terrible. My children have been in their custody for 17 months. It has been my worst nightmare. I am treated like I am the one who did something bad to them. All this time they are not in my custody over something I did not do, and they know I did not do anything. Technically they gave them back to me on Jan 26th of this year, and I am still working to try and get them back full time. My caseworker told me that I needed to move from my parents' house to get a new residence by February 14th in order to get them back. I got a place on Feb 9th and I've been calling my caseworker since then and she has never returned my calls. I still do not have full custody of my children. I've seen my caseworker maybe 5 times in the last 17 months. It has been disastrous to my kids and myself.

30 year old female in Eastern Washington using program(s) CEHMZ

There should be more medical resources available for people who need it.

51 year old female in Western Washington using program(s) C

They help provide some structure and help when you need it. I am going to school full time now, and helping me with child care. If I didn't have that support I don't know what I would do.

They need to have options for what your need is when you go into reception, otherwise you have to wait hours for a bus pass. The office is only open until 4:30 or 5 and I am unable to come into the office, so they should keep it open later when you go to school or work. The Guardian ad Litem is biased and overstepped her boundaries and is still calling me even though the case has been closed since November. The social worker was hot and cold and I didn't know where I stood with her.

38 year old female in Eastern Washington using program(s) CEHMSVX

Everybody is pretty friendly.

22 year old male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
When I was a foster parent they treated me courteously. After the adoption they did not, they didn't return calls. I did not get the treatment I got before the adoption. I called the caseworker on 3 different occasions and I never got a call back.	They could return phone calls. They could give good client service whether it is pre- or post-adoption. And when my finances were tanked, I was living with my mother and there was no help, and their comment to me was "You can get bus passes and free lunches." They treated me very poorly, I felt like I was being herded through like cattle, there was no empathy. I called the 1-800 number and I was on hold for over 4 hours and when I told the lady she acted like "I heard that before." Reception and customer service should treat people like human beings.		47 year old female in Western Washington using program(s) C
I think that the workers have the kids best interest at heart.	They could respond more timely to phone calls.		55 year old female in Eastern Washington using program(s) C
The caseworkers that are working in the office want to be there to help you.	It would be helpful if they would help the people that are from the United States and help them with their needs instead of always helping the people that are not even American citizens. Our own citizens needs the help just as much as them.	No. Thank you so much. You were so nice.	45 year old female in Western Washington using program(s) C
The people are very courteous and they listen.	My ex has 9 kids by 5 different fathers, and she has to do a once a year review, and if she lied at some of these reviews or made false statements regarding my children being in school or being in her household, why was she not prosecuted?	CPS has been involved with my ex-wife in the past, however I am not aware of the specific involvement.	50 year old male in Western Washington using program(s) CX
	I have never liked automated systems.		56 year old male in Eastern Washington using program(s) X
	Better employees who understand what is going on in current laws and also educated employees.		38 year old male in Western Washington using program(s) X
They have provided me with the tools to get a job and also medical care.	Provide dental and vision. Also they need to not have a long waiting period in order to get assistance. Also it took a long time to get any services from DDD.	I think that you are doing very well.	56 year old male in Western Washington using program(s) DMV
They were very helpful when we were dealing with a pregnancy.	If we could get someone personal on the phone instead of going through a mechanical checklist.		41 year old male in Western Washington using program(s) X
They have given me the help that I need for me and my children, like medical and food stamps.	Hire my staff.	Nope.	22 year old female in Eastern Washington using program(s) CEMZ
It was very grateful to know the caseworker when you live in a small town and can communicate with them in many ways.	Have the caseloads small enough to handle the problems that occur with foster children.	I just want to encourage the interviews so that CPS can be corrected and the caseload monitored better.	69 year old female in Western Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	Have the workers get some better people skills.	Nope. That's it.	41 year old male in Western Washington using program(s) CEMX
They were always available to assist us.			61 year old male in Eastern Washington using program(s) C
They have made it very easy to support the children that I have with special needs.	Every July the support check comes 3 weeks later and this makes it hard on the family because we cannot pay the bills on time and buy food. We do not understand why the delay in just the month of July.	Nope.	46 year old female in Western Washington using program(s) CZ
I like that the programs, once initiated, are helpful to people.	It is difficult to get to a live person to help you work through the systems to get an appropriate person to help you.		42 year old male in Western Washington using program(s) C
They are very helpful.	Nothing. They were good.	No.	53 year old male in Western Washington using program(s) C
I like when they take care of my children while I have an appointment with my other daughter.	All is OK.	The last time DSHS did the review - the worker told me they were going to take away a lot of respite hours. I don't know why they did that.	13 year old male in Eastern Washington using program(s) DM
Nothing.	They need to listen to both sides and then make a decision. Not make a decision before they know the facts. Not all the facts that they have been told are the truth. They need to verify these facts before making a decision.	No. I just hope that there is a change in the system and that grandparents get some rights to their grandchildren.	78 year old female in Western Washington using program(s) C
I don't know.	I think families in need should get more money. I am on TANF - it is really hard to find an apartment since I am so short of money.		18 year old female in Eastern Washington using program(s) CHM
Just the service.	Nothing really.		26 year old female in Western Washington using program(s) CEHMSZ
The people I worked with listened to my specific circumstances and made decisions on those. I didn't feel I was placed into a category.	More money, of course!		64 year old female in Western Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Dealing with DSHS is very hard.	Actually, they can be much better in not losing paperwork for the reviews. Because, when that happens - when I confront them with it - they have no idea what happened. I constantly call them and then go down to meet with them face-to-face. I show them the FAX receipt and they continue to deny receipt of the paperwork. The caseworkers need to return calls in a timely manner or have someone call the client. Caseworkers should look closely at the client's application to make sure everything is there, especially if more than one caseworker works on a single case.	Survey is great. DSHS needs to improve a few things and it would be a lot better. I am permanently disabled but one of the caseworkers said you're not disabled. They need to get documentation.	31 year old female in Western Washington using program(s) EMZ
Nothing.	I have a problem with the way that the male [is dealt with] in paternity hearing - how they are automatically responsible for the female's debt per DSHS. She gets assistance from DSHS and then the male has to repay the debt. That's not very fair - I don't like that.		39 year old female in Western Washington using program(s) Z
I don't like dealing with DSHS.			53 year old male in Western Washington using program(s) Z
I like the fact that we got food assistance and the food banks helped a lot. In the DSHS lobby, there is a listing of food banks and where you can find clothing - emergency assistance programs.	The five programs I worked with did not communicate well - if any - between themselves. Spokane Mental Health (I am client's guardian), when he turned 18 they dropped him and then it took me six months to get him into Lutheran Services. I feel that he is not offered any services now since he is 19 years old. The YMCA doesn't offer services because he is too old. He needs that help to become a man. Necessary dental work for client is very difficult to get! I think CPS needs to put their nose where it belongs and that they need to assist people in building their home, getting off drugs, getting a place to live, etc., instead of tearing families apart. If I had the money, I would sue CPS.	I think that when I needed them, DSHS was there, I am very grateful. It helps me so I don't neglect my children and I thank DSHS for medical help and for my son. DSHS helps a lot!	17 year old male in Eastern Washington using program(s) CDEHM
They are usually pretty helpful and friendly.			50 year old female in Eastern Washington using program(s) EMZ
They seem to be the easiest to deal with (Economic Services).	They could combine all the Divisions, they seem to be distant from each other. I've had several bad issues with CPS and it seems that it needs to be revamped to be more helpful.		36 year old male in Western Washington using program(s) CEZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think I like the speed at which they respond to the problems. When situations have changed for me, they have been real good and accurate so I don't lose my benefits.		I really appreciate DSHS helping me and other disabled folks.	36 year old male in Western Washington using program(s) CEHMX
	Have people answer the phones instead of machines.		24 year old male in Western Washington using program(s) EMZ
Now, I like how accessible they are now with the Internet. When I need to talk to them they don't make me feel lowly, they are nice.			33 year old female in Eastern Washington using program(s) EMZ
They have helped at times, but I think they can do a lot better.	Probably be more accessible and be willing to help. I don't think my caseworker does a good job of getting child support from my ex-husband.	I believe that DSHS spends more focus on people that are not trying to help themselves and not enough effort on folks trying to better themselves.	34 year old female in Western Washington using program(s) EZ
They are very friendly and they help you out with whatever I needed help with. They also answered my questions.			21 year old female in Eastern Washington using program(s) CEZ
That they are assisting me to get child support.			38 year old female in Western Washington using program(s) Z
	I'm an Oregonian with an out of state order and I was incarcerated. I requested that Oregon stop my child support but they could not stop it because it was a Washington State order. The Washington form to stop child support is only available at one office in Spokane County and is available only with cash. This is not very helpful to someone who was incarcerated, they should make this form more readily available for everyone. And also make them available with a money order, not just cash.		45 year old male in Western Washington using program(s) X
I like the fact that it is a direct withdrawal and there is never a question whether she got her money or not.			44 year old male in Eastern Washington using program(s) X
The times I have been there - the staff have been very kind and very human and understand my situation.		You are doing a great job and ask that the staff continue to do just as they are doing - be kind and humane and do it for ages!	14 year old male in Western Washington using program(s) DEM
They had a wide variety of programs, and visible to the public.	Maybe give an extra hour of service per week.	You have amazing staff!	3 year old male in Western Washington using program(s) D
DSHS has availability for me to ask questions.	The home visits were great, except when office was closed. There were scheduling conflicts with worker's personal schedule.		3 year old male in Western Washington using program(s) D

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I feel pretty lucky and fortunate that they are there to serve us. They have saved my neck a few times.	Maybe get some of us clients back to work.	Let the horses run!	53 year old male in Western Washington using program(s) EHM
They are always kind to me and try to help. They also are always understanding of my situation.	I think there needs to be more parity dealing with the parties. Also, some of the forms are difficult to understand, it would be nice if they were simpler.		37 year old male in Western Washington using program(s) X
They are there to help the people that really need it.			50 year old female in Western Washington using program(s) Z
For the most part they are understanding and helpful, although sometimes they are unable to help due to rules and regulations.	Maybe overlook other people's situations. Like if someone goes to school full time and I don't get food stamps, but I need them.		19 year old female in Eastern Washington using program(s) EMV
I like it.			46 year old male in Western Washington using program(s) X
I like the drug and alcohol program.	There needs to be more of a connection between the different divisions. Sometimes it is really complicated when you have to call one number for this and another number with the same information and sometimes you wait on the phone for a half an hour, only to be referred to another number where you have to wait a half an hour and then referred again. I called the 1-800 number to get a replacement "ProviderOne" card and the phone kept hanging up on me and I never did get through.		31 year old male in Western Washington using program(s) AEHMSX
To know that there is people out there that are willing to help people in need.			37 year old female in Eastern Washington using program(s) EMSZ
I like that they help people who are struggling with the economy right now.	They could pay for my mental health medicine.		29 year old male in Western Washington using program(s) EHM
When I call they answer what I needed to know.			8 year old male in Western Washington using program(s) DEHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They actually help people, they help with jobs and a training program.	I had a domestic violence situation, and when I worked with domestic violence counselor [he or she] did not communicate with my DSHS caseworker, so my TANF grant was greatly reduced because of this. I had to work through the lengthy process to get my full grant back. So communication could be greatly improved.	The doctor I saw about 1 year ago at Centralia, [name redacted], her nurse had me weighed and I weighed too much for her scale and she made rude comments to me. I went back to see a different doctor because I didn't want to see that nurse again a month and a half later, but found out that the nurse who made the comments had been let go. I'm not sure why.	33 year old female in Western Washington using program(s) EHMZ
Medical coverage and stuff like that.			39 year old male in Western Washington using program(s) HM
DSHS has been a lifesaver for me. Without the medical assistance that I get, I don't think I would be here today. They have been a financial help with prescriptions! It's a wonderful organization!		DSHS is a first class operation. They do an excellent job with the resources that they have. I give them a clap on the back - they are great.	64 year old female in Western Washington using program(s) EHM
I like my CSO, I think they have excellently trained staff that are mostly friendly. Office is very clean.	Just the horrible wait time when you call. The new automated phone system is very frustrating as well.		33 year old female in Western Washington using program(s) EHMZ
I like that CPS, except for the initial contact with their agency about 4 years ago, I appreciated the workers with CPS, the workers were very good and supportive.	The rules for eligibility for going to school to receive food stamps and child care are too restrictive (i.e., work requirements, etc.).		12 year old male in Western Washington using program(s) CEHM
I like the fact that they help us, since we have a job that doesn't provide medical insurance.			0 year old male in Western Washington using program(s) EM
The Medicaid card is a good idea.	That they are state government is ripping off the tax payers.		47 year old male in Eastern Washington using program(s) AHMX
I like that I don't have to deal w/DSHS, I just send my check in. Anytime I have dealt with them they have been fine to deal with.			54 year old male in Western Washington using program(s) X
I like that they give me help.			76 year old female in Eastern Washington using program(s) EHM
I think that they do offer good services for families in need and they have really helped me in my time of need to get back on my feet.	Make a bigger parking lot and add more staff especially in the EBT room. I need to get my EBT card replaced, but the lines have been crazy and it's hard for me to just sit in the waiting room!		40 year old female in Western Washington using program(s) EHMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The hours they are open.	Returning phone calls.		31 year old male in Eastern Washington using program(s) EMSX
They provide good services.	It is hard to get through sometimes because you have to go through all this automated stuff.		5 year old male in Eastern Washington using program(s) EM
They provide services.	They could have nice and more respectable staff. They tend to look at you with judgment.		9 year old male in Eastern Washington using program(s) EM
People are pretty cool and it is a quick process.	Make them more accessible. When I called in I was unable to get a hold of someone.		21 year old male in Western Washington using program(s) E
I'm grateful that they are there to help as a non-needy grant for my grandchild.			43 year old female in Eastern Washington using program(s) EZ
I absolutely have had no problems. The big part of it is knowing what you need and having a knowledgeable caseworker - my caseworker is WONDERFUL!	The timeframe to get a change takes a long time. Mothers have a lot of help, but fathers don't have as many services and they feel that they don't know what questions to ask and where to look. Helping both parents would be beneficial to the children. Many fathers just feel like they can't get the same help and may just disappear.		55 year old female in Western Washington using program(s) Z
	Hire more black people.		59 year old male in Western Washington using program(s) EMSX
They've been very helpful for the past 15 years when I had very small children.	I think they are isolating a huge population of people with the cutbacks and they are helping the wrong cross-section of people. They are talking about not helping the drug addiction group of people who are the ones who need it most. Also cutting back with parents who have small children who need the drug help will be affected.		47 year old female in Western Washington using program(s) EMS
I like that they don't discriminate and help all people and they are very helpful.	Possibly expand their office or have more workers for when they are really busy. First time I went in there I waited an hour for my scheduled appointment.		20 year old female in Western Washington using program(s) ES
	Doing the surveys that you are doing.		23 year old male in Eastern Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
When you do need help they help the best that they can. The have provided me with medical services and food stamps.	They are understaffed and ever since the budget cut they have not been good about mailing stuff out in time. If you only receive food stamps you do not have a worker and therefore there is no one to talk to when you need to. They also need to provide dental and vision coverage again.	Nope, that will be all.	26 year old female in Western Washington using program(s) EMZ
The worker is nice to talk to, and they keep track of the support collected.	Nothing.	Nope.	38 year old female in Western Washington using program(s) Z
They have been there for me when I have needed them.	Nothing.	Nope, [not] at this time.	45 year old male in Western Washington using program(s) EMS
They are consistent.	They could take the perspective from the child's point of view rather than just the custodial parent. I was out of work for 2 years, my girlfriend at the time was paying child support and I was emptying my 401K. I inquired with DCS to see if I could adjust my child support and they said nothing was changed, because they were looking at my previous years income. They did not consider that part of the income was unemployment and that I was withdrawing from my 401K to survive.	I am kind of puzzled by, when I first started paying child support, I asked the Guardian ad Litem and others if I could ask the custodial parent to be accountable for money received to see where spent. And this was not something they said they could do.	48 year old male in Western Washington using program(s) X
The treatment and food stamps.	Increase the amount of food stamps offered.	I just want to know something. I had problems with my breathing in 2008 - can I get help from Medicaid?	8 year old female in Eastern Washington using program(s) EM
Nothing.	They needed to listen to the client a little closer and understand the needs necessary.	No.	61 year old male in Eastern Washington using program(s) C
They have provided me with help in supporting the children.	Patience with the clients.	No, I don't think so.	29 year old male in Western Washington using program(s) X
I'm grateful for the state helping me.	They could put soap and toilet paper in their bathrooms.		53 year old female in Western Washington using program(s) EHMS
Division of Child Support understood my financial situation and they were really good working with me. When I contacted them about reducing the amount they cut it in half and they take it out of my SSA disability automatically.	The workers at CSO were very rude to us when we went in to apply for food stamp services when my wife was out on medical leave from work, and they treated us like we were just there to ask for a handout and were very rude.		53 year old male in Eastern Washington using program(s) EMX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are timely and courteous.	Give more information.		49 year old male in Western Washington using program(s) X
They have helped me when times are bad and I have needed it. They have also provided me with medical care.	Nothing.	Nope.	47 year old female in Western Washington using program(s) HM
They are easy to deal with.	Nothing.	I don't.	25 year old male in Eastern Washington using program(s) X
They are there to help and are very informative.			42 year old male in Western Washington using program(s) EX
I don't like dealing with DSHS. If I didn't need them I wouldn't go to them.	The workers are very rude, they don't care about your time, they need to be more speedy.	Nope.	28 year old male in Western Washington using program(s) EX
They are honest and very helpful and, if you qualify for their services, they are right on it.			53 year old female in Western Washington using program(s) CEMZ
The accountability of the support payments that are paid.	Nothing.	No, I don't.	43 year old male in Western Washington using program(s) X
I like the service they give. They will give you services you need. I have a small child and they gave me food stamp services that day.	I cannot get ahold of my DCS caseworker. I called her to let her know that I got a job, she did not return my call to discuss the amount to deduct, and they automatically deducted 1/2 my paycheck. I had to call her again and was upset about it. It did get squared away. I am upset with the whole system as with the economic situation people are behind in their own household and it is extremely hard to pay our own bills, especially when 1/2 your check is taken away by child support. They call it child support services, all they do is take my money for child support, but my ex won't let me see my children. The workers are powerless in this situation. They tell me that I have to get a lawyer, and I cannot afford a lawyer. Since they are an agent of the court, I think they should be able to stop the child support if he is not compliant with the court ordered visitation.		36 year old female in Western Washington using program(s) EX
When I would go there, I got to talk to someone right away. When I had to get help when I got my granddaughter, they helped me and were very courteous.			63 year old female in Western Washington using program(s) CZ
They are really helpful and quick. They help with whatever you need immediately. Port Angeles office.			69 year old female in Western Washington using program(s) CZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They try to help me with my needs.	Redo the child support payment schedule and update it for current times.	I think it's a good idea that you do this survey.	52 year old male in Western Washington using program(s) X
I like them to understand the people and their circumstances.	They could be more understanding. If you don't have a job it is hard to pay the child support and your own personal bills. The women or mothers abuse the privilege of being the custodial parent as they try to get as much money as possible and do not put the child's interest first. The women in these cases are given much more power in this country, it should be equal with men and fathers.		53 year old female in Western Washington using program(s) EHM
They are persistent.	They could have customer service. I would like to see a little more compassion. I understand it is a difficult situation, but often the reps lack compassion.		58 year old male in Western Washington using program(s) X
If you are in an emergency situation they definitely help you. I lost my job a few weeks ago and they have definitely helped me with medical and food stamps.	Honestly they are doing the best they can.		49 year old male in Western Washington using program(s) EX
They are quick help and friendly and they have provided my parents with medical and food stamp needs.	Nothing. They are doing a good job.	Not really.	7 year old female in Western Washington using program(s) CEHM
I don't like anything.	Bring back all the services that have been cut like dental and vision.	No.	71 year old male in Western Washington using program(s) EM
It's a really reliable resource.	I am satisfied.		3 year old female in Western Washington using program(s) EM
I like that they are there to help my daughter. I like that when I call and talk to a person they are actually trying to help me rather than pass me on to the next person.	Returning phone messages should be more important. Not necessarily with their dealings with us - they should be more considerate of the client schedules and their needs. We observed a lot that was going on around us.		38 year old female in Western Washington using program(s) CEHMZ
The fact that they are up front about the program and how much paperwork and what your benefits might be. They are very good at explaining.	Those of us who barely hit the poverty line - we qualify for nothing or very little. Medical coverage would be helpful - we are not seniors and have no kids so it's hard to qualify.		4 year old female in Western Washington using program(s) EM
	I feel DSHS should have more money and dental coverage.		28 year old female in Eastern Washington using program(s) EZ
			42 year old female in Eastern Washington using program(s) MS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The convenience. They always get back to me in a timely manner.			32 year old male in Western Washington using program(s) SX
Getting access to inpatient drug/alcohol treatment.	Convince the Governor to give DSHS more money.		42 year old male in Western Washington using program(s) EHMS
The promptness that they deal with me.	The front desk lady could be a lot friendlier.		46 year old female in Eastern Washington using program(s) EMZ
	They could focus more on what people need and take care of their needs instead of doing what they think that person needs.		27 year old male in Western Washington using program(s) CEX
They have been really helpful for me. I applied for SSI through them.	On medical, the requirements to get certain procedures is unrealistic, i.e., Medicaid now pays for weight loss surgery, but you have to need knee surgery to get weight loss surgery. It seems it would be cheaper for the state to get one needed surgery. It just does not make sense to me.		39 year old female in Eastern Washington using program(s) EHMZ
	Try not to be so bloody politically correct and be more focused on the child's welfare and not the biological parent. It pisses me off how the system treats a lot of the foster children, it probably has something to do with the individual caseworker. There are some very good case workers and there are some questionable ones.		60 year old male in Western Washington using program(s) C
They were very friendly, knowledgeable and helpful.	Extend their hours for employed persons.		42 year old male in Western Washington using program(s) C
I think they are helpful if you ask the right questions.	They could be more forthcoming with information, possibly information mail outs, i.e., my daughter turns 18 in a few weeks and I'm not sure how the support works with the continuing education.		36 year old female in Western Washington using program(s) Z
There is nothing that I like about it.	Shorter waiting times, and also an increase in food stamps.	Nope.	59 year old female in Western Washington using program(s) EMZ
They have provided me with food stamps and medical.	They need to investigate the applications and the clients that are applying for assistance better. They need to investigate what other people report and follow up on the results.	Nope.	53 year old female in Western Washington using program(s) AEHMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I don't know.	I don't know. I have always lived in the state of Oregon and only pay child support because my ex-girlfriend live in the State of Washington.	Nope.	44 year old male in Western Washington using program(s) X
The help.	To be more responsive on the phone and with the paperwork process.	Have quicker responses to client's needs. The CSO is slightly slow.	29 year old female in Western Washington using program(s) EHMSZ
I like to get the help I need when I need it, like a doctor when I need it. I like to get food stamps and medical.			53 year old male in Western Washington using program(s) EHM
You get some things solved through them. They pretty much tell you what you need to know.			40 year old female in Western Washington using program(s) X
	Making the application process easier would be nice.		56 year old female in Western Washington using program(s) S
	When I call DSHS about child care it is very difficult to get through and I am on hold for over 30 minutes.		3 year old male in Western Washington using program(s) EM
The fact that I can get service.	Make it easier to contact the CSO staff on the phone.		9 year old male in Western Washington using program(s) EM
They have provided me with help like food stamps and medical.	Provide more information about the services that are available to the client.	No, I don't.	37 year old male in Western Washington using program(s) EMX
You can get help when you really need it.	There are some people who take advantage of the system and don't take care of their family with the benefits that they receive and this is not right. There are also people who really need the benefits but can't get any assistance. This needs to be checked into.	Nope.	36 year old male in Western Washington using program(s) X
They provide you with complete customer satisfaction. They also provide complete accountability of the support that I receive and that is very helpful.	Nothing.	No. I am satisfied.	50 year old male in Western Washington using program(s) CZ
It has been great having child support each month. They have been accountable for the amount paid and the amount due and that is very helpful. They make it easier to receive it when you are out of state.	Return calls faster.	Thank you for calling and doing the survey because that shows that you care and want to correct any problems.	35 year old female in Western Washington using program(s) Z
They have provided me with super excellent service with my child support.	Nothing.	Thank you for making this phone call.	45 year old male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided medical for my children.	Nothing.	Nope. I don't think so.	32 year old female in Western Washington using program(s) M
It is easy to get the services that I need.	The website needs to be easier to understand.	Nope. I think we are good.	10 year old male in Western Washington using program(s) M
The medical services that are provided for me and my family.	Nothing. Everything is fine.	I think not. Everything is great.	13 year old male in Eastern Washington using program(s) M
That they provided me with medical for my children.	Provide dental and vision. That they don't treat you like dirt when you go into the office. They need to understand what you are there for and that you need the assistance that you are asking for. They should not judge people when they walk into the office. The people that are trying to make ends meet need to be treated with more consideration than the people that are not trying and are just receiving everything available but don't appreciate it.	No, I think that's it.	8 year old male in Eastern Washington using program(s) EM
A place to sit for a while.	ESA should be more proactive in clearing up financial issues. I did not get much in food assistance last summer. DSHS provided only \$6 in food stamps all summer. DSHS retroactively paid me back for the food assistance I missed!	For the most part, DSHS is doing the best they can.	54 year old male in Western Washington using program(s) E
It all depends on location. Downtown Seattle is horrible and seems understaffed. Whereas, Ballard is helpful, courteous and efficient in and out.	Some staff seem overworked and act like they don't want to be there - which sometimes makes it hard when asking for help, mostly with alcohol and drug needs.	Just thanks for being there and doing a great service for your fellow man.	26 year old male in Western Washington using program(s) EHMS
That they have covered everything for my son's medical needs and they help out a lot with the medication.	Continue the same coverage - it's very important for my son's health.		14 year old male in Western Washington using program(s) M
	Update information that I provide and information within their own systems.		34 year old male in Eastern Washington using program(s) X
Nothing.			51 year old male in Western Washington using program(s) E
The attention that they provide to me.	Up to this point I have no complaints, and I am satisfied with services so far.		30 year old female in Eastern Washington using program(s) M
It was easy to apply - it's pretty straightforward.	The assistance is available and we are eligible for Basic Health. But, there are so many people on it that there is no open enrollment.		54 year old male in Eastern Washington using program(s) E
They help me when I really need it.	There is way too much paperwork that I submit on time and it takes DSHS too long to process.		28 year old male in Western Washington using program(s) EV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Most times you guys are pretty reasonable. Each office is somewhat different.			54 year old male in Western Washington using program(s) E
The people that we dealt with have been outstanding and helpful.	I really don't have an answer for that one. We've had a very positive experience with all the staff and the organization as a whole.	We had a GREAT experience with DSHS - adopting our son, who is a special needs child, was the best thing we've ever done. We thank all the staff who helped us through the process, they were wonderful.	47 year old male in Western Washington using program(s) C
They have provided medical services for my children.	Nothing.	Nope.	11 year old male in Western Washington using program(s) M
They have helped me with the medical that I have needed for my children.	Nothing. Everything is OK.	No.	2 year old male in Eastern Washington using program(s) EM
They do respond quickly to you when you request assistance.	It is very hard to be able to talk to a real person when you call on the phone. All you get is the recording and sometimes it takes over 45 minutes to even get an answer.	No, that's good.	35 year old male in Western Washington using program(s) E
They are redoing the office and it is getting less crowded.			24 year old female in Western Washington using program(s) E
They are very helpful and have provided us with excellent services with our medical needs. When we were really down and out the state was there to help us.	It would be nice to have direct deposit for my checks from the state. These checks are for the reimbursement of my health insurance premiums that are deducted from my retirement check.	Nope. It is all running good.	62 year old male in Eastern Washington using program(s) E
They explain a lot of things to me.	They could give me more food stamps. They cut it from \$230 a month to \$16 a month when Social Security started.		52 year old female in Eastern Washington using program(s) EMS
They are there to help those that need help when times get bad. I am grateful that I can get medical for my children and food stamps.	They need to have a bigger waiting room and a place where children can go to be entertained.	Nope, that's about it.	8 year old female in Western Washington using program(s) E
The service is very fast and great. I am grateful to receive food stamps.	Nothing.	I don't.	59 year old female in Eastern Washington using program(s) E
They are concise. You go in, get what you need, and you are gone.	Maybe have more people on staff because on occasion there are long waits.		25 year old male in Western Washington using program(s) E
They are providing me with food stamps, and I am very grateful for that.	More medical options for people and dental services.	Nope.	26 year old female in Western Washington using program(s) E
The good information they give you, and they are reliable.	Maybe return phone calls.		5 year old male in Western Washington using program(s) E
They are very friendly and compassionate.	Shorten the waiting time in the lobby to be seen by a worker. It shouldn't take hours.	No. It was very interesting and it nice to know that they are there for us.	69 year old female in Western Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like it when you are in need they help you.	They could have more Spanish interpreters, the office only has one.		47 year old male in Eastern Washington using program(s) E
They were reasonably quick getting benefits to you after the initial interview.	You get somebody in the CSO, and you call back and get someone else and their answers are always different. It is very confusing. Computer program for DSHS info/app is very confusing as it takes a while to figure out and to get where you want to go.		37 year old female in Western Washington using program(s) E
When I can get through to someone, I do get a hold of a live person who can answer my questions, alleviate me having to go to the office. And I can avoid going to the office by using the computer at times. Also, phone interviews are helpful in lieu of having to go into the office.	My one daughter has autism, and they only allow 20 psychologist visits a year and she needs a lot more than that. I am trying to find out how I can get her opened up on an "open" coupon where she could see her doctor unlimited times during the year. It frustrates me that there are so many people out there that work so hard and get some services, and there are so many that live off the system and get services like food stamps and end up selling them. The child care, when I was working, I was insanely (almost ridiculously) jumping the hoops they had you jump through just to get child care. Then they cut off my child care, I'm not sure if my income exceeded their limits, so then I had to quit work as I could not afford childcare. I can't have just anyone watch my autistic daughter, and she is in and out of the doctors' offices often.	DSHS does not let people who get jobs get on their feet before they cut your support totally off. They seem to cut you off as soon as they find out you have a job, which sets them up for failure, and they are right back needing support services.	5 year old female in Eastern Washington using program(s) EM
They have been very helpful to me. They give me medical and food stamps each month.	It would be nice to have more food stamps.	No, I think that's all.	82 year old female in Western Washington using program(s) EM
Their service has improved over the years. I have gone to the CSO in Tumwater and they have streamlined the services. The wait time has significantly shortened over past 2 years.	I think the last time I took any exception to the services, when I renewed at the 6 month review, and the computer could not update the information timely. Technical support in this instance was not up to par.		33 year old male in Western Washington using program(s) E
I like that they help just about anybody. They really helped us when we needed it.	They need a bigger parking place at the CSO on Edison in Kennewick.		23 year old male in Eastern Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that you can call in and find out your balance on your EBT card.	They could be more supportive of working people, and have hours where those clients can either get into the office or contact someone by phone. I changed jobs within the same school district and the CSO is requesting employment information, and I am very frustrated as nothing has changed and I didn't have a work stoppage, but my benefits have stopped. I feel like they are asking for information that is not necessary.		9 year old male in Western Washington using program(s) E
I like the person that I worked with - they were very understanding.	Maybe have different times available to come in for the interviews - before 8:00 am and after 5:00 pm would be very nice, maybe even weekends. I had to take time off work to actually do the interview at the CSO.		21 year old male in Western Washington using program(s) E
I like the fact that you can get help when you need it.	I was not successful on their website and it kept shutting down before I got the form completed and I would have to start over again, so I just went to the office.		62 year old female in Western Washington using program(s) E
I like that they offered me help with food when I needed it.			37 year old female in Western Washington using program(s) E
The coverage for the children is great. I've always gotten referrals to specialists when needed.	I was unable to find a doctor in the Renton area. It would be nice to get better help when calling for assistance or questions.		9 year old female in Western Washington using program(s) M
The medical for the children.	Simplify paperwork.		38 year old male in Western Washington using program(s) E
It is easy and they are receptive.	They could reduce us from having to come to the office for interviews.		22 year old male in Western Washington using program(s) E
They provide me with the services that I need.	Nothing.	Not at this time.	26 year old female in Western Washington using program(s) E
They are very helpful. If I didn't have them then I would not be able to work and have day care for my children.	They need to check into the people that are taking advantage of the system and should not be getting assistance because they are not telling the truth and that is taking away the benefits from the people that really need them.	No. That's it.	30 year old male in Western Washington using program(s) E
The worker and staff do not look down on the people coming in for benefits.	It would help greatly for budgeting to be able to have 30 days notice of an increase or decrease in assistance because of income change.	No, but I want to say that we appreciate the services that we receive.	33 year old female in Western Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing. Going through the whole process of getting services is miserable! Waiting to talk to someone in the CSO takes several hours and there is no child care, so there are many miserable people waiting for long periods of time in the waiting room. Waiting to hear about services, waiting on paperwork, etc. - I wish this whole process could be faster!	Letting me know when my 6 month period is coming up. I have absolutely no idea when that time is up. How can I get that information before my six months is over to reapply and not have a lapse in getting my food stamps? I don't know when I need to go into the office or if I just need to fill out a paper and send it in. It's so confusing and I need to make arrangements for someone to take me into town to the CSO. I wish there was just better communication about what I'm expected to do - it seems like there's always something more to do. I really need the food stamps, but it sure takes a lot to get them.		49 year old female in Western Washington using program(s) E
People are friendly and give good advice and services.	Streamline the amount of paperwork that is involved in an application.	Nope.	58 year old male in Western Washington using program(s) E
They have been very helpful in providing services for us and food stamps.	Nothing. We are happy with the service that we receive.	No, I don't think so.	83 year old female in Eastern Washington using program(s) E
They have helped me with my alcohol and drug treatment.	Nothing. Everything is good.	I don't.	22 year old male in Western Washington using program(s) S
They have provided medical and food stamps when needed.	More direct line to be able to talk to your worker. The left hand does not know what the right hand is doing. On Disability Lifeline the MRI is needed to be approved, and not have the client get the run around when medical is needed.	Nope. Everything is fine, except for the cut in the grant down to \$197.00 You cannot live on that.	52 year old male in Eastern Washington using program(s) E
Thanks to the US government for the help and support that they have given my family and my parents.	Nothing.	I don't.	51 year old male in Western Washington using program(s) E
That the help is available.	Treat people with integrity. It's not always their fault that they are in need. It's very important for the workers at DSHS to remember that they can themselves be in our same shoes. It is not our fault that my husband was laid off from his job and, although he's been looking for a new job for over a year now, he has not been able to find one. The times are difficult right now, but he's trying.	I am very happy that you're doing this research because we have a chance to have a voice and let you know when things need to be looked into. It would be nice to be able to have a phone number that the clients could call when situations like mine occur. It was frightening and I physically got worse because of the stress from that manager yelling at me and threatening us. Thank you for doing this survey, I wish it could happen more often.	32 year old male in Western Washington using program(s) EM
They helped me when I needed it.	Provide medical for elderly people who are not eligible for Medicare.	No.	64 year old female in Eastern Washington using program(s) E
They have provided me with the co-pay for my medical.	Get your records up to date.	Nope.	13 year old male in Western Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
It is nice to have the services of food stamps and medical and child care.	Nothing. I have been very happy with the service.	No, I don't think so.	1 year old male in Western Washington using program(s) EM
They are very supportive of her when she goes in to get services and it is helpful for her to receive food stamps.	Nothing. They can keep doing what they are doing now.	Nope.	46 year old female in Western Washington using program(s) E
They help me with my food for the family.	Answer their phones in more timely matter, and return call to the client in more timely matter.	No, this will be all.	4 year old male in Western Washington using program(s) EM
When I have a good caseworker that is great to deal with but I have had a few who don't fully understand the rules/regulations and have actually been told that I HAD to quit-claim my house to keep my benefits. Not true. And I think things are too complicated for caseworkers and clients to know all the rules/regulations.	Simplify and improve online services. DSHS website is not user-friendly. It needs to be updated and easier to navigate, i.e., when putting in a search term such as "change of circumstance", I would LOVE to get a link to both the form to complete and the online version. I only got the "Rules & Regulations" in my results.	Please correct my son's name on this study. The last five digit name after hyphen should not be there. I have made calls in the past regarding this and it hasn't been entered into the system. Also, he is a male.	12 year old male in Western Washington using program(s) EM
	Listen better.		30 year old female in Western Washington using program(s) AEHMS
I like my worker. I like the Career Path services thru DSHS.	I think they should take into consideration people that have mental illness. It is difficult for me to follow through on the DSHS programs and my caseworker pretty much said she didn't care. Maybe they should consider cutting back the hour requirement, but I think we should do something for receiving assistance.	I think my original caseworker is on some pills...she acts that way and talks that way...a pill pumper. Her name is [name redacted].	4 year old female in Eastern Washington using program(s) EM
They work fast...they are efficient.	Probably have more staff to answer phones.		9 year old female in Eastern Washington using program(s) EM
Most of the time it is pretty quick.	Sometimes it is difficult to get an appointment and sometimes it is difficult to deal with CSO staff and it is unclear as to what I am expected to do.		12 year old male in Eastern Washington using program(s) EM
I just want to say I like it a lot because they are helping with the children.			6 year old female in Eastern Washington using program(s) EM
They can be helpful.	Have more material about their programs available for clients.	I think DSHS needs to get their personnel more training just in general area of what they are doing.	44 year old female in Western Washington using program(s) ACEMZ
Well, so far I am fine with all of DSHS services. DSHS gives many services and I am very pleased.			11 year old male in Eastern Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Some of the staff are very helpful.	Listen to the clients more.		40 year old female in Western Washington using program(s) CEX
Nothing.	No comment.		65 year old male in Western Washington using program(s) CEM
I am very happy that DSHS is there for me.	I would like help with dental work and eye issues. I wish there was a clinic in Silverdale that would accept my Medicaid card for services.		61 year old female in Western Washington using program(s) CEHM
When I had to deal with them, they pretty much answered our questions.			59 year old female in Western Washington using program(s) C
I think it is good coverage and they help out our family...medical assistance.	We are farmers - it is difficult to re-qualify annually since we don't have monthly income - it is an annual based income.		14 year old male in Eastern Washington using program(s) M
They are nice to me and help me understand things in the whole process.	I cannot think of anything.		20 year old female in Western Washington using program(s) V
The money that DSHS provides for low income people that need it the most.	Answer the phone calls within 24 hours.		47 year old female in Western Washington using program(s) CX
The quick response when I applied for food assistance...I got it almost immediately.	Make more reminder phone calls to clients regarding appointments.		38 year old male in Western Washington using program(s) E
Every time I go to the DSHS office, they are really friendly and have helped us out a lot.			16 year old female in Western Washington using program(s) EM
I think the staff has genuine interest at heart in their job. I feel like they enjoy the work that they do and they truly want to help people in spite of the events and circumstances in people's lives.	Provide child care when the client has to go to training. Less wait time in the office for scheduled appointments and for walk-in visits.		36 year old female in Western Washington using program(s) C
The services that they supply.	Social workers should have smaller caseloads.		63 year old male in Eastern Washington using program(s) C
Friendly customer service.	Extend evening operating hours.		49 year old female in Western Washington using program(s) C
I like everything, especially the medication.			1 year old female in Western Washington using program(s) M
It has been very simple and straightforward so far.			26 year old male in Eastern Washington using program(s) CX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That there is assistance available for services that I couldn't otherwise afford. Also, there are specialists available to help with child adoption.	If there was a caseworker that I was in regular contact with, I wouldn't feel like we were on our own navigating the bureaucratic jungle! But, the caseworker contact was sporadic at best, and it made me feel like I had to be the squeaky wheel to get service. I didn't like getting the 10 copies of paperwork which basically threatens to stop providing service unless they are completed and submitted properly.	Just that if there is any way to simplify the process and make the contact with DSHS more personal - I would be in favor of that.	51 year old male in Eastern Washington using program(s) C
I like getting my needs met whatever I need at the time - financial needs and assistance.	I think it would be good that when I visit the DSHS office regarding an overpayment and I was supposed to get a call back and never did. It would be nice to have a reference number for the transaction so I could call and get it resolved.		39 year old female in Western Washington using program(s) CZ
They are very helpful. They will check on issues and call me back within 24 hours if they don't have an answer on the spot.		The people that I came into contact with at DSHS were very courteous. If I had a question, they always made sure they got the proper answer for it.	59 year old female in Eastern Washington using program(s) M
The thing I like best - I don't know.	I say that they take a lot of time in the office or on the phone to help out the person. They take too much time to get the information. The client has to wait a very long time.		28 year old female in Eastern Washington using program(s) EM
They help my family.	Everything is good.		5 year old male in Western Washington using program(s) M
I don't know.	I think better telephone services - it takes forever to get a hold of anyone. It's important to have live communication with clients rather than a computerized voice.		57 year old female in Western Washington using program(s) EMS
I like the fact that I don't have to deal with DSHS anymore.	I would say more oversight on the claims managers to ensure that they are treating people respectfully. I never had overdue support and I was called deadbeat Dad, etc. to my face, and nothing was done about it after I complained.	I would like to reiterate that my last claims manager was professional and helpful but the one previous was very bad. L&I doesn't communicate with DSHS and that resulted in an overpayment to my ex which I cannot recover.	40 year old male in Western Washington using program(s) X
They were open to communicate with them - easy to talk to.	Have a better system to return calls and get back to the clients, especially when we have questions.		36 year old male in Eastern Washington using program(s) S
I didn't want to deal with DSHS but did anyway.	I think they need to do mandatory unexpected drug tests for all clients applying any service!	I think it's a good thing that you are doing this survey. Drug testing is a must and should be done!	49 year old female in Eastern Washington using program(s) CEMZ
They are very willing to let my son see outside specialists.	Maybe help to clarify what services are covered on the website.		3 year old male in Western Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have been very helpful, and provided me with food stamps.	Better communications with the clients. Better protection against who is issued ETB cards and who isn't and who has the right to use these cards.	No. You were very helpful and I appreciate that.	45 year old female in Western Washington using program(s) E
They have provided me with food stamps.	Give me more food stamps.	No.	38 year old male in Western Washington using program(s) EX
I like that they have helped me when I needed it with food stamps.	Nothing.	Nope.	12 year old male in Eastern Washington using program(s) EM
The overall service has been great, and the accountability of the support has been excellent.	Nothing.	No. Thank you.	46 year old male in Eastern Washington using program(s) X
They treat me good when I call, and they have accountability of the support payments being made.	Nothing.	No.	23 year old male in Eastern Washington using program(s) X
They care about me, and provide me with the food stamps and medical as quickly as possible.	Make it easier to call someone on the phone. It usually takes 15-20 minutes to get to a person and talk to them.	No I don't. Thank you.	27 year old female in Western Washington using program(s) EM
The people always seem really nice.	Make their telephone system a little easier to understand and user friendly.		42 year old male in Western Washington using program(s) E
I like the fact that when you bring your paperwork in, they get started on it right away.	When they make appointments, if they could keep appointments more timely, instead of having you wait over an hour or more.		27 year old male in Western Washington using program(s) E
They are there to help when you need it.	The employees need to be a little more sympathetic to the clients' situations. I was physically ill and they did not want to help me 'cause I was sick, from anxieties, but that was why I was in their office applying for help.		4 year old female in Eastern Washington using program(s) EM
It's pretty black and white, so you pretty much just have to follow instructions.	Keeping better track of the custodial parents.		40 year old male in Western Washington using program(s) X
You get the answer that you need that day, whether or not you qualify for any programs. You don't have to wait for a letter.	Their wait time is too long, especially if you have young children.		34 year old male in Eastern Washington using program(s) CEX
I like to have medical for my child.	It took 2 to 3 months to renew my child's medical, it would be nice if it did not take so long.		4 year old male in Western Washington using program(s) M
They do a very good job, even though they have a huge clientele and a lot of demands.			39 year old male in Eastern Washington using program(s) E
I think they do an awesome job to try and protect the kids.	They have such a heavy caseload, they need to expand caseworkers. Ours had 45 cases she was dealing with, which affected her ability to help us when we needed it.		51 year old female in Western Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I have always had a good experience here in Spokane.	It would be nice to have extended office hours for those of us who work. They do not appear to have good coverage on the noon hour, between noon and 1pm.		36 year old female in Eastern Washington using program(s) E
I really haven't had many dealings.	I really don't have an opinion.		55 year old male in Western Washington using program(s) C
Job coach is great!		I admire DSHS for helping us all these years and I am really happy.	29 year old female in Western Washington using program(s) DM
They go after the child support for me.	Be more available at DCS when we call their office.		41 year old female in Western Washington using program(s) Z
They are there to help you, and I strongly feel that most of time they have helped me gratefully.	Needs to shorten the waiting time in order to get services.	No. Keep doing a good job.	21 year old male in Eastern Washington using program(s) E
They have provided me with food stamps and medical for my husband and I am grateful.	It would be great if they would cover the dental services that are needed. It would be great if the Medicaid services were available for adults that had medical problems when the children are over 18.	Nope. Thank you.	22 year old female in Western Washington using program(s) E
They have provided me with the services that I have needed, like medical for my children.	The workers need to do their work in a timely matter, and prioritize.	Nope. I think that's it.	27 year old female in Western Washington using program(s) E
When I need help they are there to help me.	Nothing.	Nope. Everything is good.	48 year old female in Eastern Washington using program(s) E
They help people that are in need.	Verify the information that is claimed in order to receive assistance.	No, not really.	23 year old female in Western Washington using program(s) E
They have helped me receive the help that I needed.	The workers in the office need to be more customer-service oriented, and deal with the public in a courteous matter.	No. I think everything is OK.	28 year old female in Western Washington using program(s) E
They are there to help me with food stamps and medical for my children.	Let the clients know about any other resources that are available for them.	Nope. That's it.	41 year old female in Western Washington using program(s) E
They have helped me and my son with food stamps.	They need to have an evening where the clients that are employed and can't get off work are able to come into the office. Also if they do a phone interview with someone that is working, it needs to be in the early evening hours so that they can complete it.	Nope.	25 year old male in Western Washington using program(s) E
They provide medical coupons for my children, and the fact that if we need food stamps we can get them.	It would be nice to have people in the office that want to help you and try to find solutions for you whenever there is a problem. If we go to the office it is because we need it and not just because we want to go there.	No.	54 year old male in Eastern Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	Probably communicate among the employees better. It seems like one hand doesn't know what the other is doing sometimes.		33 year old male in Eastern Washington using program(s) E
It is a bit of a drive, but I get to see somebody once I get there.			28 year old male in Eastern Washington using program(s) E
They are very friendly and understanding.		It would be fantastic if food stamps would be allowed to cover toilet tissue, napkins, and the like. People need that type of thing even though food stamps won't cover them!	17 year old female in Eastern Washington using program(s) E
Not going there.	Have more one time deals like getting my teeth fixed so I can apply for retail jobs. I am a single male and can't get much DSHS service.		45 year old male in Eastern Washington using program(s) E
It's the best. I love it. I don't have enough money to pay for the food and when they helped me out it was very good.			53 year old female in Western Washington using program(s) E
Having everything online.	I haven't received child support for four months and have not received any phone calls or letters from DCS why or anything about that.		39 year old female in Western Washington using program(s) Z
Well, when they do their job, they do a good job.	Improve their quality of service to out-of-state children. I've been very frustrated with the fact that my DCS worker here in Iowa has tried and tried to get an answer from the WA State DCS worker and nothing! I haven't gotten any child support since October 2010 and I'm desperately in need of that money for my daughter. My daughter deserves the same consideration that a WA resident would - her father should be held accountable for what the courts have ordered, but we need the co-operation from WA workers to make that happen.		42 year old female in Western Washington using program(s) Z
Nothing.			51 year old female in Western Washington using program(s) Z
Their services.	Help a lot more children with daycare, etc.	The services are really good, especially in helping care for my great-niece. They did a good job.	43 year old female in Western Washington using program(s) CEMZ
I just appreciate the support that they give as a third party that collects the support money.	I think they change Support Enforcement officers too often. If you call, you have to leave a voicemail - I wish someone would just pick up the phone.	When I got the survey in the mail, I thought it was for Social Security and I didn't respond since I have no problems with them.	34 year old female in Western Washington using program(s) Z

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have helped me and been very good to me since I lost my leg.	Not much.	No. Thank you.	63 year old male in Western Washington using program(s) CEM
That they are there when I need the services.	Shorten the time that you have to wait when you are on the phone.	Nope.	43 year old female in Western Washington using program(s) E
I like the fact that I get the medical care and food stamps that I need.	Nothing.	Nope.	55 year old male in Western Washington using program(s) EHM
They are kind and they are there when you need them. They are not rude.	They need to extend the length of time that a client gets assistance that has a baby because they need to stay home with the child and not go out and look for work. The babies are too little to go to daycare at the age of newborns.	No.	51 year old female in Western Washington using program(s) EHM
They give me medical and food stamps.	Nothing.	No. Things are great.	61 year old male in Western Washington using program(s) CEM
They keep accountability of the support being paid.	The out-of-state support needs to be corrected if they are deducting every two weeks for support because there are 26 weeks in a year and the support is for only 24 weeks. This messes up the pay to the receipt because support has to be refunded back to the client for the two overpaid weeks. It needs to be corrected by taking the total support owing each month times 12 and then dividing it by 26 and have this amount deducted and sent.	No, that's it.	31 year old female in Western Washington using program(s) Z
They provide food stamps and medical for my family.	When we go into the local office they need to be a lot nicer to us. The waiting time needs to be improved.	Nope.	6 year old male in Eastern Washington using program(s) EM
They have provided me with medical and food stamps for my family when I have needed them.	They can be a little nicer in CSO (Oak Harbor Office). They don't have to be rude.	Nope, that should be good.	9 year old male in Western Washington using program(s) EM
They will help you to the best that they can do.	They need to consider the net income of the client when budgeting for assistance instead of the gross income. They should also consider the amount of medical premiums that are deducted from paychecks in order to have medical for the family. Or a portion of it or something.	No, I think I am good.	14 year old female in Eastern Washington using program(s) EM
The help with the child care is really grateful. Also the food stamps and medical is very helpful.	Phone service needs to be improved. It takes too long to get a real person on the phone, and I have spent my whole lunch hour waiting on the phone.	No I don't.	3 year old female in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The worker that I had was very helpful in explaining everything that I needed to know about my case. I had only one worker and this helped, and I only got food stamps. It was grateful that I could do my application online and interview on phone and not have to come into the office.	Excessive paperwork is not necessary when you request termination and still get many letters following asking for information and saying that you failed to provide information when you really had already requested termination of the food stamps. This is very wasteful and costs money not necessary to be spent.	No, but I am glad that I did this. Hope that it is helpful.	56 year old female in Western Washington using program(s) E
They have provided me with food stamps and I am grateful for that.	Nothing.	Nope, that's it.	56 year old male in Western Washington using program(s) E
I like the services that they provide.	More people to talk with the clients over the phone.	I don't.	24 year old female in Western Washington using program(s) E
	Train their staff to provide uniform answers to my questions.		32 year old male in Western Washington using program(s) E
I think it is a strong part of our community.	Shorter waiting time...maybe appointments!	Thanks for the help!	21 year old male in Western Washington using program(s) ES
The new Internet application was easy, and it answered a lot of my questions.	When you go into the CSO, it takes forever and I was there all day!		43 year old male in Eastern Washington using program(s) E
The understanding people that work there.	More staff so they could accommodate more people.		51 year old male in Western Washington using program(s) E
	I think they need to find out more information about each case before assuming the worst. I was paying my ex in cash, and then changed jobs and then they contacted my new job and I told him that I had been paying in cash, and they started taking out additional monies until they contacted my ex and she confirmed that I had been paying. The worker was very rude and inappropriate.		42 year old male in Western Washington using program(s) X
They are usually very friendly and helpful, and they have a very good WorkSource program.	They could verify more information, i. e., my ex was getting services for our children, and they never asked for verification that he actually had them, as he did not have them, like school statements, etc.		31 year old female in Western Washington using program(s) EMX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
There are some people who work for DSHS that are good people.	They need to have more consistency and more follow-up. People seem to get passed on through the system. You may get a new person each time and have to explain the entire situation over again and again, it is hard to establish a trusted relationship when you have several workers through a process. If for some reason, you are not working well with a worker, you should be able to get another worker, without any repercussion to you.		35 year old male in Western Washington using program(s) C
It is simple and direct. The services are fast and efficient when you get to your turn in line.	If you need income verification, etc., the sitting around time and waiting in the waiting room is long. And waiting to hear about verification received.		59 year old male in Western Washington using program(s) EHM
	Better communication with other states, i.e., I pay child support through Oregon, but Washington started to collect as well. I had to call them, they verified and reimbursed me.		42 year old male in Western Washington using program(s) X
When I had custody of my granddaughter, they were very helpful.	They could have a little more resources for grandparents who have their grandchildren, i.e., community resources. I had to learn on my own what programs would be helpful to me. They did not offer any advice about resources.		55 year old male in Western Washington using program(s) CZ
I feel like where I live we have a very good service with DSHS.	There is only a few clinics that accept DSHS, it would be nice to have more. And nobody close accepts DSHS for dental.		17 year old female in Western Washington using program(s) M
Answering their phone quickly.	Get bigger envelopes when they require copies sent in.		41 year old female in Western Washington using program(s) E
	Answer their phone.		17 year old female in Eastern Washington using program(s) EM
They work really well because they understand [name redacted]'s needs, and they are straightforward.	They should have person-centered planning, used to help persons with disabilities make their own decisions.		23 year old male in Western Washington using program(s) DHMV
They help me sometimes when I feel bad, and then I feel better.	Sometimes I call them and they try to make appointment for 1/2 hr to 1 hour.		46 year old male in Western Washington using program(s) V
The consideration they give, and they are fair.	Have more staff, so people don't have to wait so long.		26 year old male in Western Washington using program(s) EV
I like their attention, and how they help me with their services.			42 year old female in Eastern Washington using program(s) CEZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That they helped me to complete the adoption quickly.	I think interstate communication could be a lot better. We have a problem with her medical expiring every year even though we have a contract through her age of 18, they continue to cancel it where we live in Oregon every year, then we have the hassle of getting it reinstated every year.		26 year old female in Western Washington using program(s) C
I love the new Internet, which eliminates long phone hold times and long office wait times. EBT cards are well automated now.	Not lose paperwork. I have an adult disabled child and I've sent in school verification in November and they have not found it. I sent another in December. I have gone to the office in February and handed another in and I have still not heard from them. DDD services, I have dealt with them over 18 years, I have a vast experience with these agencies, and DDD has the most caring, information-consistent workers than any other workers.		41 year old female in Eastern Washington using program(s) C
They're friendly.	I don't know.		22 year old female in Eastern Washington using program(s) ACDEM
	Lengthen hours that they are open.		34 year old male in Western Washington using program(s) C
They are nice and they are very helpful whenever I have needed anything. They have provided me with medical and food stamps and mental health services.	Nothing. I have no idea.	No.	21 year old female in Western Washington using program(s) CE
I don't have to go after my ex-husband and that is helpful.	They need to answer my questions in a way of not just protecting him but giving me information that I need. The workers need not to be rude.	Nope.	48 year old female in Western Washington using program(s) EHM
To get the food stamps has been a Godsend to me. To have enough money after paying bills to feed my kids is important.	I'm really not sure. I really don't have any complaints.		34 year old female in Western Washington using program(s) Z
They were always helpful.	Up the child support that a family can get if needed.		37 year old female in Western Washington using program(s) E
They seem to be pretty good at putting things together, according to my treatment.	There is a big waiting line for services.		50 year old female in Western Washington using program(s) Z
They are usually fast to figure out what you need and get the services to you pretty quickly, and they are usually pretty helpful.	Not let the client sit forever to call you back to see someone, I have waited for 2 hours before.		34 year old male in Western Washington using program(s) HM
			23 year old female in Eastern Washington using program(s) CEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They were helpful when we needed it.	I think it might nice to have the same treatment and some minorities.		30 year old male in Western Washington using program(s) E
I like the medical program, we can go to almost any doctor.			46 year old male in Western Washington using program(s) CE
I like that they're there to help when people are in need - desperate need sometimes.	Be more open to their client's issues.	I hope that they don't cut out the important programs for people that are in need. I really can't make it without the help I receive from DSHS.	37 year old female in Eastern Washington using program(s) EMSVZ
They provide me with the services that I need like food stamps and alcohol treatment.	When you call on the phone you get a live person instead of the recorder and having to wait 20-30 minutes to get to a live person.	I don't. Thank you.	33 year old male in Western Washington using program(s) E
They have kept [track] of the support payments that I pay.	I don't know.	Nope. Nice talking to you.	48 year old male in Western Washington using program(s) X
The accountable of the funds being paid to me.	Make it easier for the client to get direct deposit and the DCS card.	Nope.	42 year old female in Western Washington using program(s) Z
They are pretty fast in providing services and information.	Different answers from different people and the answers need to be the same. There needs to be better access to medical health services.	No, but thank you. You are been very nice.	18 year old male in Eastern Washington using program(s) CM
They have provided medical and food stamps.	Not have to wait so long on the phone when you call in.	Nope.	3 year old male in Western Washington using program(s) DEM
They have provide me the service that I needed when I needed it.	Explain in more detail of why my assistance stop. Make it easier to place a phone call to where you do not have to wait 20-30 minutes to get a real person to talk to.	No.	3 year old male in Western Washington using program(s) DM
They helped me with whatever I needed like medical, food stamps, and alcohol and drug treatment.	Don't change anything. Everything worked out great for me.	Nope. I don't think so.	28 year old male in Eastern Washington using program(s) EMS
I like it that sometimes there are people who speak Spanish.	They could do better, for instance, something that has happened to me. The receptionists at the front desk do not treat you very well.	The receptionist didn't treat us well at all.	39 year old male in Eastern Washington using program(s) E
When I needed medical they provided it. They treat you well.			59 year old male in Western Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The fact that they exist at all, I am very grateful for. I believe they make excellent attempts to improve their customer services, they make a good effort.	I have great regard for WASHCAP as it makes getting services for my son effortless. BHR is incompetent, the counselor assigned to my son did not address his needs as stated in the intake, specifically my son and I asked for help with assertiveness and boundary setting. The counselor ignored this and instead focused on visualization. I requested a consultation with a psychiatrist, as his parent, to evaluate my son for ADHD, and the counselor refused as she stated she did not believe in medication for ADHD. My son's Medicaid provider made his medical experiences unbelievably easy and good. We followed him when he graduated from the Providence St. Peter family practice program. I was unable to locate any physicians in the area that would take Medicaid outside of SEAMAR. I feel that if my son did not have this provider, his Medicaid experience and health would be a disaster.	If anyone from DSHS would like to contact me about any of these comments I welcome that.	29 year old male in Western Washington using program(s) EMSV
	It's hard to get through on the phone, my husband has to take time off work to go into the office.	The workers at the CSO are very loud so that everyone can hear your business and that is embarrassing.	4 year old female in Western Washington using program(s) EM
The different programs.			57 year old male in Eastern Washington using program(s) EMS
	Tailor services a little more to the individual, than to the courts.		42 year old male in Western Washington using program(s) S
They have provided care and medical for my mother.	Answer the phone and be able to talk to my caseworker when I need to.	Nope. But thank you for being so nice and talking to me.	88 year old female in Western Washington using program(s) AEM
Nothing.	Give us back the medical and dental and talk to the worker so that they are not so rude and the assistance is not coming out of their pocket.	Nope.	27 year old male in Eastern Washington using program(s) EMZ
They were friendly and understanding about helping me and my brother getting into a safe home.	They need to follow-up better with their clients of where they are located and how to locate them and follow-up with the situation of case.	Nope, that is just fine.	23 year old female in Western Washington using program(s) C
Nothing.	Don't call me so many times.	Nope, I don't think so.	22 year old male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>I think they should verify circumstances more, since I have had custody of my daughter more than 1/2 the time, and I'm required to pay child support. They block you into a corner to where you have to pay 2000 to 3000 dollars to even address any issues like this by having to get an attorney. I am all about being fair, I truly would not want my daughter to go without anything. I even went to go to see an attorney, but she told me that if we got the wrong judge, usually women or mothers end up winning the case. I feel kind of stuck. The rule is now that if the absent parent (myself) if he has medical he must carry the child on it, I do not have medical on my job. I pay \$800 a month child support and if I had medical and had to pay more for medical for my daughter. When I was on unemployment, they took \$800 out of that income for a year and a half. I think there should be verification managed decision awarded to DCS by the court to be a legal liaison or mediator to enable them to make changes on support within weeks of receiving verification of income/circumstance changes. It is impossible with the current system to get an attorney when you income stops or reduces to have changes/reduction of support. They need to also make sure that there are no repercussions from reduction of child support, i.e. like stopping visitation etc. My ex said that someone from the state (DCS)? redid support and it was raised from 400 to 800 per month. My ex lied to say I was not helping pay child care one time. There should be a mediator who gets information/verification from both parents and reviews what child support should be without huge legal fees.</p>		<p>40 year old male in Western Washington using program(s) X</p>
<p>When we used adoption process it went extremely smooth.</p>	<p>After using foster care program, I'm not sure if placing children in their extended family is in the best interest of the child. Some of the folks in the office to get foster care licenses seemed primarily interested in another means of income rather than helping the children.</p>		<p>37 year old male in Western Washington using program(s) C</p>
<p>They helped when my husband wasn't cooperating with child support.</p>			<p>25 year old female in Western Washington using program(s) DEMV</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like how they find out what you need.			24 year old male in Western Washington using program(s) EMV
The availability, that they are there and willing to help with someone needs it.	They could have more workers so you can see a worker when you need to.		13 year old female in Eastern Washington using program(s) EM
They help people, and they help me in my time of need.		You could probably get ahold of people easier if you did not have call blocking, it says "restricted" on caller ID when you call and usually I won't answer those calls and I don't think others will either.	22 year old male in Western Washington using program(s) E
That they sometimes help people when they need it.	The attitude at the front desk, they are just rude.		42 year old female in Western Washington using program(s) E
They were always available and very helpful, in finding doctors and dentists and that kind of thing. They send out good literature.			19 year old male in Western Washington using program(s) DM
I was satisfied with some of it, but not 100 percent.	They need to have someone who can communicate with American Sign Language.		57 year old male in Western Washington using program(s) V
That I can find a doctor, dentist, etc., when I need to.			13 year old male in Eastern Washington using program(s) M
I like that some of their (DD) employees are highly skilled in working with individuals like my daughter. I like the benefits that she receives enhance her quality of life through DD services.	However, I felt that DVR could be improved for individuals such as with my daughter's disabilities. The lack of follow-up on services on clients with developmental disabilities needs to be addressed because there weren't any. There is need to take into consideration the developmental capabilities of clients to follow through in a timely manner, because these clients just can't do that, they need extra care.		25 year old female in Western Washington using program(s) DMV
They don't waste a lot of my time.			50 year old male in Western Washington using program(s) X
They are very persistent.	Be less persistent.		30 year old male in Western Washington using program(s) X
Nothing.	Increase the medical standards.	Nope.	55 year old male in Western Washington using program(s) SX
They helped me with food stamps and drug and alcohol treatment.	Nothing.	No I don't.	34 year old male in Eastern Washington using program(s) EMSX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with help when I have needed it, like food stamps, medical, mental health and drug and alcohol treatment services.	Have more workers in their offices.	No. Not at all.	27 year old female in Eastern Washington using program(s) CEHMSZ
They have helped me for over 10 years for anything that I have needed.	Nothing.	Nope. Sounds good.	45 year old male in Eastern Washington using program(s) EHMSX
The benefits that they provide.	Increase staffing so that the wait time is not so long.	No.	43 year old female in Western Washington using program(s) ES
There is nothing really good about them.	Having a live person to talk to you when you can and that will answer the phone when you call instead of you having to wait 2-3 weeks to get ahold of your worker. Treat you like you a human being.	Nope.	10 year old male in Western Washington using program(s) DEHM
It helped me with my family.	More communication.	I would like to express great appreciation to the man completing this survey.	57 year old male in Western Washington using program(s) X
	Online access is good, and should be improved.		43 year old female in Western Washington using program(s) Z
My worker, Candice Spencer - she is always helpful and is very good at her job. I also appreciate that DSHS didn't try to help me with things, when I didn't ask for the help. I don't like it when people get pushy about helping me.	I'd like to see them incorporate a template system - all vision help available, all hearing help available and etc. where services are listed in one place. For example, it would make it so much easier if clients only have to look at a list where ALL the programs are listed for vision. Also, have tips available that have worked for other people with disabilities - i.e. take a picture of the bulletin board so you can see the jobs listed at home on your computer.		31 year old male in Eastern Washington using program(s) V
The people are pretty cool.	They could get rid of the computers.		27 year old male in Eastern Washington using program(s) EHM
They help my family out in my time of need.	The call center helps out if you can't make it over there. The TANF has you work 30 hours a week and they only pay you 300 dollars. Besides earnings, they need to raise the TANF benefits.		21 year old female in Western Washington using program(s) EMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like my mental health case manager.	If there was some kind of a checklist that the people are going to help you with services, that they could show to you, and tell you that you may be eligible for these services, you could look at the checklist together to make sure you get all the services you are eligible for. I was eligible for food stamps back in 1993, but I was not aware of this so I did not start getting them until 2008.		48 year old male in Western Washington using program(s) EHM
That they have provided me with medical and food stamps.	Provide dental and vision services for adults.	No. Have yourself a great day, and thank you.	52 year old female in Western Washington using program(s) CEMZ
They have provided me with food stamps and medical.	Get new caseworkers.	Nope.	49 year old female in Western Washington using program(s) EHMSZ
They have provided me with services when I needed them.	Get some more English-speaking workers in the office.	Nope.	28 year old male in Western Washington using program(s) CEMSZ
I like the location, hours, and the staff of the office that I go to.	They need to schedule the appointment better.	Nope.	46 year old female in Western Washington using program(s) E
They help when you need food stamps and stuff.	They could give a little more food stamps.		37 year old female in Eastern Washington using program(s) CEMZ
They have helped my daughter out.			50 year old female in Eastern Washington using program(s) ES
That you can apply on-line. They provide much needed services, and if you truly need them, they are easy to get.	The office hours are difficult if you work during the day. If they could improve their phone communication at all, would be good.		25 year old female in Western Washington using program(s) E
	Most of the people I have dealt with, the workers don't have enough time to deal with you individually, they have to open your file to know what is going on with you. A lot of the time, you get letters mailed automatically sent to you, and it takes several days to get ahold of someone who may finally tell you just to ignore it, it was a mistake.		38 year old male in Eastern Washington using program(s) EMX
I think just the fact that they are available when we need them is excellent.	I think having more courteous and sympathetic staff. I understand that they see a lot of people every day, but it would be nice to be treated as a person and not a case number.		36 year old female in Western Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I don't like anything about dealing with DSHS.	They need to have a few more workers to help service the clients.	Nope.	7 year old male in Western Washington using program(s) CEHM
They have helped me with food stamps and medical for my children.	More information about the services that they offer. The worker does not have to be rude with me.	Nope. That's it.	8 year old male in Western Washington using program(s) EM
They provided me with food stamps.	Nothing.	Nope.	27 year old male in Eastern Washington using program(s) E
They help people in need,. They help people with addiction problems, instead of sending them to prison, which does not help people with addictions.	When I talked to DCS, they said they couldn't help me, that I needed to go through tribal services, they did not work together and don't communicate with each other. I was labeled a "deadbeat" dad and I did not even know I had a child until she was 13 years old and I am not a "dead beat" dad. They placed her, not in her Indian heritage family, but in a Mexican family, then to a white family and then back to a Hispanic family, and when I finally talked to her she said I don't want to be an Indian, I want to be a Hispanic. This was not right, a child should be placed with a family of their heritage.		47 year old male in Eastern Washington using program(s) SX
They are really open to hear what you have to say and are willing to work with you.			33 year old male in Western Washington using program(s) X
I am grateful to receive the help that I can get with medical and drug and alcohol treatment.	Nothing.	Nope.	48 year old male in Western Washington using program(s) EMS
I like the fact the services are there for me when I need them.	They need to allow more time for the client to be off work when they have a baby. Three months is not long enough and the baby is still little. Most daycares will not accept the child until they are 6 months old.	Nope.	19 year old female in Western Washington using program(s) EHM
The people in this office are very pleasant. I feel better going in and seeing the worker face-to-face rather than over the phone.	Everybody being on the same page, one time you go in, a worker tells you one thing, the next time a different worker tells you something different. Doctors don't know what is covered now. They have cut hours you can see your worker, so it is hard to be able to talk to your worker face-to-face. I live in Goldendale, WA, but had to have my baby in The Dalles, OR. I had to continue going there for aftercare, but my newborn I had to take to Goldendale which was not convenient to go two separate places.		27 year old female in Eastern Washington using program(s) EMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that I can get medical for my children, and it is not difficult to get it for my children.	I work and I think that some families that get food stamps don't work, and get those services. I make too much money at \$1600 for 3 people, but that is too much money to get food stamps. It irritates me that people who don't go out and work get a couple hundred worth of food stamps and they don't even have to work for it. I am trying to work and could use some help, but people who don't try and help themselves get help.		11 year old female in Western Washington using program(s) EM
		When my mother broke her ankle she could not find an orthopedic surgeon/doctor who would take the coupon.	50 year old female in Western Washington using program(s) M
It was totally foreign to me, to apply for help, as I have always worked, but was out of work for 6 months and needed help. I was confused by the process but they did make it easy for me.	Shorter lines in the waiting area.		39 year old male in Western Washington using program(s) E
I like how they can help a family.	To offer a little bit more to the people who are working and trying to get ahead, but a lot of times when you are working and trying to catch up they won't offer any help. I think DCS needs to go to the wayside, I can call and call and never get my caseworker, I have spoken with her once in the 2 years I have had her.		33 year old male in Western Washington using program(s) EMX
That you can do it on the computer, and don't have to always go into the office where it is always crowded.	If they can give us more of an estimate of what our food stamps benefit would be before we have to go through the entire application process.		23 year old female in Eastern Washington using program(s) EMZ 25 year old female in Eastern Washington using program(s) EM
They help you out and get food, so my kids when they come over they have something to eat. And I have bad feet and bad back and it is nice to go to the doctor when you need to.			46 year old male in Eastern Washington using program(s) EMSX
They were very courteous and helpful when we talked to them.	Maybe have more workers at their jobsites.		4 year old male in Western Washington using program(s) M
I like the service.			14 year old female in Eastern Washington using program(s) EM
The people who work at DSHS are really friendly and helpful.			18 year old female in Western Washington using program(s) M