

Department of Social and Health Services - ALL



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Program Codes:

A - ADSA - Long Term Care

C - Children's Administration

D - ADSA - Developmental Disabilities

E - ESA - Community Services Division

H - ADSA - DBHR - Mental Health Services

M - HCA - Medical Assistance Services

S - ADSA - DBHR - Chemical Dependency

V - Division of Vocational Rehabilitation

X - Division of Child Support - Non-Custodial Parent

Z - Division of Child Support - Custodial Parent / Both (Custodial and Non-Custodial)

**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 provide me with assistance for medical and my family.	They need to have a live person answer the phone in a timely matter, not 20-30 minutes later.	Nope. You did a good job.	3 year old female in Eastern Washington using program(s) EM*
They provide me with medical and food stamps.	Not that I can think of.	Nope.	55 year old male in Western Washington using program(s) EM*
There is help where you won't have help if they weren't there.	I think they do a good job.		61 year old female in Eastern Washington using program(s) AEHM*
They have provided me with services that help me like chore services and food stamps.	Adjust the food stamp program so that we have more food stamps. Also the Copes program, they need to adjust the amount of money that the Copes workers receive to care for a person. It is not enough.		75 year old male in Western Washington using program(s) AEM*
I like the fact that we have ability to get help or streamline help.	More staff to help with the overflow of people coming in. When I talk to people on the phone or in the office, I get inconsistent information.	no	32 year old female in Eastern Washington using program(s) E*
Well, when both me and my husband were not working, I instantly got food assistance - no waiting list and we got them the same day. In some states, you have to wait and jump thru a bunch of hoops. I was shocked at how easy and fast it was! They were really great to us - we are still not working.		No.	5 year old male in Western Washington using program(s) EM*
They help me with my chores that I need done at my home and also prepare food for me.	I don't think they can do anything better.		83 year old female in Western Washington using program(s) AM*
	They should take into consideration the type of help people need a little better.		11 year old male in Eastern Washington using program(s) EM*
I liked DDD and DVR services. My son got a job and is still working.	Give me more information about details, services that may be available. I would like to be treated with RESPECT. I used to work there and those who are at the front desk are not courteous. The inside staff treated me with respect because they knew me, but the front desk people did not.	CSO needs to improve in how they treat people. Stop screaming at people especially if they need an interpreter.	23 year old male in Western Washington using program(s) DEMV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The fact that they are there to help me out.	Try to get ahold of a live person is a real hassle, you are on hold for at least a half hour.	I was trying to get GAU some time ago, I had had a seizure, a guy that called me back was kind of rude, he told me I needed to be more prepared when I came in and he treated me like I was stupid. I thought if I had my ID, and social security no. and personal information was all I needed, I didn't know I needed hospital records and etc.	47 year old male in Eastern Washington using program(s) EM*
They are very helpful. They always get back to me as soon as possible.	I don't know. I think everything is fine.	No.	62 year old female in Western Washington using program(s) AEM*
They have good service.	No problems.	no	5 year old female in Western Washington using program(s) EM*
They have been very pleasant and they are always very good to me.	Nothing. They have been great to me.	Nope	51 year old male in Western Washington using program(s) EV*
I rarely ever go there for renewal or a new card. Everything seems to be OK.		Why did you ask questions about ESA when I never got service from them?	13 year old male in Western Washington using program(s) EM*
My VR counselor, Katie, is awesome. She is on time, cares about me, shows me how to get what I need. I got stuck in fast foods and I couldn't continue due to my disability. She honors what I am interested in and what I am capable of succeeding at. I am pleased at the compassion they have shown me.	I need money for incidentals (non-food items). I am desperate for a job. I need effective job placement services. They are working on it and so am I.	none	47 year old male in Western Washington using program(s) EV*
They have paid all my medical bills that Medicare does not pay.	I don't know. They could be quicker at responding to my requests.		67 year old female in Western Washington using program(s) AEM*
When you have a problem you can go in and the workers will listen to you and direct you in the right way to solve the problem.	Nothing.		81 year old female in Western Washington using program(s) AM*
They help me with my medical and food stamps.	They need to respond more quickly.	Nope.	3 year old male in Eastern Washington using program(s) EM*
They do their best to try and help people within reason. They try to help me get the things that I need. DVR and mental health were helpful.	When DVR hands off work to others, it is not effective. It is difficult to find someone to answer my questions at the CSO. I had to wait for them to call me back or answer the phone after being put on hold.	none	24 year old male in Western Washington using program(s) EHMV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I get to stay out of the hospital.	They do a good job.		59 year old male in Western Washington using program(s) AEHMV*
That we can do the process over the phone or by mail.	For me everything is fine.	no	7 year old male in Eastern Washington using program(s) EM*
I still have money on my EBT card and I don't have to make phone calls and look anything up on the web.	Realize that the economy has not improved. Requirements have tightened for services. The paperwork burden for individuals is huge. My inability to tolerate the lines, requirements, paperwork at Northgate...I'm falling through the cracks. I've applied and was denied with my property in foreclosure and being homeless and then being denied. I was humiliated. I haven't focused on getting back on the program because I was cleaning out my house, selling my remaining furniture, and dealing with banks. The food bank is friendlier and I can handle that. My major goal is get a job. I am an epidemiologist and am still searching. I'd rather let others get the food who need it more.	DVR is overwhelmed, but I still do not know what have to offer you. I think I should ask for a new counselor.	42 year old female in Western Washington using program(s) EV*
They find services that are available to help, and if they don't have the services they will find somewhere close that will provide those services.	Not sure.	No.	19 year old female in Western Washington using program(s) EM*
Nothing.	Change the corporate culture. DVR reminds me of a living episode of the Simpsons. It's dysfunctional. My experience has been that most of the staff is passive-aggressive. I would say that the office manager of the DVR office has humiliated me on many occasions. I've been discriminated against for my disability by the very office which is supposed to be helping me. There is no continuity of personnel. I have called the state office of DVR in Olympia on multiple occasions to no avail. I have been working with this office for 8 months. This DVR office is the definition of 'good enough for government work.' The head of the office has an unusual relationship with her state vendors. The corporate culture has infected the entire system, it is a comedy of errors. I have been so humiliated and abused that I have spent multiple occasions in my car crying. I will state to the worker that I feel diminished, minimized, trivialized, ignored. DVR is top down, autocratic, and authoritative.	If I am trying to work with these people to try to get help, they are so passive/aggressive, I have questioned many, many times if I continued working with them if it would hurt me or help me.	56 year old female in Western Washington using program(s) EV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Getting my food stamps and medical replaced if they get lost or stolen.	Keep us on it, please. Where are we going to go if we don't have this? Are they going to institutionalize us all? Just because we are different - doesn't mean they shouldn't help us. [Interviewer note: I wanted to add that the client was crying while saying this. She is VERY concerned about losing her services].		50 year old female in Eastern Washington using program(s) AEHM*
They helped me live in the community. I don't have to live in a group home, institution or with the family.	Advertise their services better and help more people. There is a neighbor that needs home care. She does not know the system and needs help.		46 year old female in Western Washington using program(s) DEHMOV*
Nothing. I don't like going there, they don't make you feel good or treat you good.	Show a better face when they deal with Hispanic, because we have to wait and are last.	no	20 year old male in Eastern Washington using program(s) EM*
They provide me with the help for my needs.	I don't know.	Nope. Not really.	60 year old female in Eastern Washington using program(s) ACEMZ*
The people are very helpful.	Very satisfied. Nothing.		69 year old female in Western Washington using program(s) AEM*
That I don't have to go into the office all the time.	Return phone calls. It sometimes takes 2 weeks continuing to call to get a call back. Or I have to end up going into the office.	no	4 year old female in Western Washington using program(s) EM*
The people that help me are very nice.	Sometimes the letters that I receive are not clear enough and I don't understand them as to what I need to do.	Nope.	74 year old male in Western Washington using program(s) AEM*
When its all said and done I get help.	CPS has too much power, and they can do whatever they want to do. They should not be able to take kids out of the home, and put them into other homes where they don't want to be, and they keep running away, and the families really didn't do anything wrong in the first place. They get bonuses when they take a certain amount of children out of the home, like they have a quota. They come into our house and check everything for no reason, they make reasons up, to keep their quotas up for the month, this is what I heard. This is the department I feel they are really lacking in.	no	33 year old male in Western Washington using program(s) EMB*
They were informative and they pointed me in the right direction.		I was in a car accident and they took good care of me during my recovery!	50 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 work for DSHS. Glad to have a job.	Not sure.	None	20 year old male in Eastern Washington using program(s) EMVX*
When I have needed help, I have gotten help almost immediately.	Maybe be a little more understanding about gas prices, etc., when we have to come in and do work search 40 hours per week. I live a long way from CSO and ESD.		23 year old female in Western Washington using program(s) EMZ*
I like that they have Medicaid and I can go to the doctor.	I don't know.	NO	60 year old male in Western Washington using program(s) AEM*
I like their services.	I don't know.	no	6 year old male in Eastern Washington using program(s) EM*
The computer system speeds the process of applying and receiving services. The people assisting with computer use are helpful.	I don't like dealing with DSHS. I don't like the long wait, the lines. The spend down needs to be improved. It is too long a period of time and it is confusing about how to do that. By the time it is all paid out, I'm on another spend down. Fill the gap.		67 year old female in Eastern Washington using program(s) MV*
They help me with my medical and a little food stamps.	Increase the amount of food stamps that I receive. It would be good to have a Vietnamese interpreter to help us with our paperwork. They need to provide dental services for the seniors.	Nope.	80 year old male in Western Washington using program(s) AEM*
The medical coverage is good.	I had a hard time being able to talk with someone for information on how to get medical when I found out I was pregnant. I also found it difficult who to talk to and who to give my information to when I first applied for food stamps.	I think they should maybe have more staff members and when it comes to deciding how much food stamps, they should not consider all the expenses and income. I only get \$16. a month and I have gas expenses as I work 2 jobs and school expenses and had long commutes, and I was living on my own.	23 year old female in Western Washington using program(s) EM*
It is easy for everything - the medicine and the doctor.	Everything is fine.	No.	13 year old female in Eastern Washington using program(s) M*
I like the intention of helping the community.	They could do better in delivery of services. I'm 3 dollars over limit and so I do not get food stamps! My children suffer because of it. It seems to incentivize unemployment!		35 year old female in Western Washington using program(s) EMVZ*
They are very helpful and are there when you need them.	Don't know.	no	43 year old female in Eastern Washington using program(s) E*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
You can get services pretty quick.	More help lines.	no	27 year old male in Eastern Washington using program(s) ESX*
They provide me medical treatment and food stamps.	They need to adjust the food stamp scale as to who is eligible and who isn't and how much they receive.	Nope.	44 year old female in Western Washington using program(s) ADEHM*
They have good customer service.	My worker should be there when I show up for my appointments.		25 year old female in Eastern Washington using program(s) DEMV*
I don't know.	I really don't know at the moment.	no	26 year old female in Western Washington using program(s) E*
Love the assistance they provide for the community. It is very helpful for families and pregnant women, a very valuable service for children as well.	I've been met with grumpiness from workers, lack of caring, which makes me feel lowly and I often have to remind myself that this service is there to help people, even though the employees don't seem like they want to help.	no	7 year old female in Western Washington using program(s) EM*
When they repaired a mistake that they had made in such a quick way. Preventative care pays off!	I would like to see a bridge between Medicare and Medicaid.		51 year old female in Western Washington using program(s) EMVX*
I like the idea that I get the food stamps in time and help with her medical.	Nothing.	No.	73 year old female in Western Washington using program(s) AEHM*
They are always family friendly, and are there to help when we are in need.	I don't know.	no	5 year old male in Western Washington using program(s) EM*
They give a lot of time to prepare for when you have to do a review with your caseworker.	I have to be put on hold for a minimum of 45 minutes when I call in.	no	32 year old female in Eastern Washington using program(s) E*
They are polite and tried to serve.	They could not come through with services. They were not able to help us identify a career or a job. They fell down on both. The economy is a problem, but my child is mildly disabled. They need to figure out how to communicate/persuade with businesses about hiring a mild Autistic person.	DVR lost forms, took one and a half years to complete an employment assessment, took a year of placement services to say that they could not help [name deleted]. It is a slow economy, but I had hoped that something more could have been done due to the mildness of [name deleted]'s impairment.	21 year old female in Western Washington using program(s) V*
They help people.	Don't know.		47 year old male in Eastern Washington using program(s) DV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They help provide me with food.	They had me on GAU, but they kept dropping me, so they could maintain the proper services for people's needs or stop reducing them. You think you are going to advance and do better, but then when they cut you off, you are totally discouraged.	no	60 year old male in Western Washington using program(s) EM*
Just to get the help we needed for our family.	Communicate a bit better and make sure stuff gets put into files. I did my interview over the phone and the girl lost half of the information so it took a long time for me to get the medical.	no	33 year old female in Eastern Washington using program(s) EZ*
I can't think of anything I really like about dealing with DSHS.	They could streamline services for non-needly families that need services for family members they have in their care, specifically non-needly relatives. I had to do TANF eligibility requirements even though we were non-needly, or a payee for related child, it seemed like a waste of time to have to do the eligibility reviews, and all of the requirements that other clients have to go through. Since a year or so ago, we do not have to do 6 month review as they no longer give non-needly TANF grants.	It would be great to have one division specifically toward non-needly kids that are not their own, because there are some unique situations that arise, not every TANF worker knows all the programs that are available, or helpful. We were a 'relative of specified degree' and the worker had to keep going to supervisor and it seemed very complicated to us and the worker to determine our eligibility.	46 year old male in Western Washington using program(s) EZ*
They sent me a vendor for a vocational assessment. This was helpful.	I don't know their phone number in Colfax. I can't find it anywhere. I lost [Identifying Data Redacted] number.		28 year old female in Eastern Washington using program(s) V*
They have helped me a lot with my medical and food stamps.	I don't see how they can improve. They help me a lot.	No.	70 year old female in Western Washington using program(s) AEM*
DVR staff are nice and attentive, sent me to a class.	Since DVR is in the business of helping people go to work, they should have business contacts that they can use to facilitate job interview, etc. I worked with Hopelink who advocated for me with my previous employer. DVR did not do employment advocacy or offer leads for me to pursue. I am greatly disappointed that DVR is not more connected to the business world. They should spend half of their time networking and finding employers and opportunities for their customers. DVR is very ineffective on the job placement. Hopelink has really produced for me over the past 6 months and just recently DVR connected with them to find out what has been going on.		52 year old female in Western Washington using program(s) V*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have helped me with my medical and food stamps.	Sometimes it hard to get the right medication approved, but after I went to my doctor and he called it got approved.	No.	61 year old female in Western Washington using program(s) AEHM*
DVR was helpful, and I am hoping to get a job.	They should not take back child support to the point where I cannot support myself. They take money from other sources also without considering my needs.		48 year old male in Western Washington using program(s) EHMVX*
Everything is good.	I would like to have more money.	no	16 year old male in Western Washington using program(s) EM*
I think the first counselor I had tried to make me happy by getting a job that I would enjoy. They were helpful in getting me a better job after I took one for survival.	I think they should allow me to look for several different jobs at the same time. The job market it tight right now and I would like to be able to consider more than one type of job. I was told that I would have to start a whole new job placement plan if I change job goals due to few opportunities.	I hope they hire new counselors soon so I can begin to get services again.	47 year old female in Western Washington using program(s) V*
I like that I can always count on my food stamps being there on the day they are supposed to be there.	They need to make food stamp program. They need more staff who can spend time communicating about services, answering phones after 2 PM as well as other times throughout the day. Reduce the wait time when being on hold on the telephone. Expand office hours to past 2 PM so it is more convenient to drop off paperwork and see staff. Be more realistic about amount of food stamps people are allotted. DVR set up a work site that did not work out. The employer was not there most of the time and refused to hire me after the practice period. This was not a good experience.	I am disappointed with my experiences with DSHS. More staff are needed, as well as more compassion. They need to improve the customer service. Everyone looks overworked and tired. It is not a happy place to go when I need help.	59 year old female in Western Washington using program(s) EMV*
They have helped my mom with her medical needs and food stamps.	They need to provide vision and dental care and hearing aids for the old people.	No.	84 year old female in Western Washington using program(s) AEM*
They just help my family with services in general, and we wouldn't be able to have medical coverage without them.	Make it a little bit easier to talk to a person.	I appreciate you asking my opinion.	3 year old male in Eastern Washington using program(s) EM*
That they are there for us.	Have more people answering the phones, if they are really busy you don't have the option of waiting, you have to keep calling back and hope the lines aren't to busy as it will kick you off again.	no	11 year old male in Western Washington using program(s) EM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide necessary services.	I think that one person does not deal with the same client all the time, and they are aware of the background or correspondence on that case, which makes for confusion and different information from different workers and may cause expensive delays in services.	no	58 year old female in Eastern Washington using program(s) E*
They are there when need them. They are friendly for the most part.	Get back to me promptly when I leave a message.		31 year old male in Eastern Washington using program(s) EMV*
They are always quick to respond and take care of things.	Let me know what all the service options are available instead of me having to find out on my own (i.e., emergent housing services, etc.)	no	14 year old female in Western Washington using program(s) EM*
They provide my mom with the necessary medical and people that help my mom with necessary needs.	I don't know.		81 year old female in Western Washington using program(s) AM*
He likes that they are patient and understanding most of the time.	Have more people answer the phone, he is on the phone on hold for sometimes up to 30 minutes or more.	no	51 year old male in Western Washington using program(s) E*
I appreciate that the services are available.	Pertaining to CSO: Send consistent messages about services. The information changes depending on who answers the phone. Stop losing my paperwork. Train your staff so they all have sufficient understanding about how things work. Reduce the hold time when people call in. It takes days to get through with a 15-45 minutes hold time before getting someone who can answer a simple question. It is very challenging to get services at the CSO. I had to repeat exact same paperwork for Medicaid and Food stamps. Could this not be condensed? Reapplying is confusing too. The different applications should be more clearly identified. I had to go in 3 times and spend time many hours on the phone to the CSO to clarify the source of my tuition. The process is a "nightmare." It is emotionally draining. It took too long to get approval for school and books. The late start impacted the quality of my learning and performance on school work. I submitted my paystubs for the seasonal work that I get. The system is not flexible enough to reflect seasonal or part time work. I experience a se back when I work because it is so difficult to accurately reflecting seasonal and part time.	When I went to CSO they told me to apply on-line. When I did it on-line, I never heard anything from them. I would like validation that the application was received and instructions on next step. After 2 and 1/2 weeks, I called to inquire what the status was on my application. Why didn't they tell me to arrange a telephone interview? There is a breakdown in the process.	38 year old female in Western Washington using program(s) EMV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are easy to get to and find.	I don't know.	no	20 year old male in Western Washington using program(s) EM*
I am very thankful for the benefits that I receive, and they have kept me to stay in my own home. Without the caregiver I could not stay in my home.	I can't think of a thing.	Nope.	85 year old female in Eastern Washington using program(s) AEM*
The caseworker is very kind and caring.	There needs to have a respite worker who is already paid available for care of a client and not have the hours of the regular worker deducted just because of the respite care.	No.	44 year old female in Western Washington using program(s) AM*
I like when it comes to EDP and checking on it, it works like clock work. There is no confusion. It's very efficient. In terms of medical, I've had positive experiences because I believe my family is very responsible and takes care of their health. I keep in communication with them for TANF - they have been very supportive of my family. We would be out on the streets without their help.	DSHS needs to greatly improve their approach to childcare. Too many people with small children, can't even get through to DSHS over the phone. They make it too difficult to reach somebody regarding problems. When a family is on services, they should not hold us back on getting a job. They know I am still doing an internship, but they said no to coverage. They need to extend it till I am done as an intern and can get a job. In regards to childcare, they denied me childcare payment. I thought I was covered, but they had canceled me on 6/15 - and sent the application on 6/15 the very same day it was due - so I couldn't follow-up on it. When I've tried to solve this problem of missing the deadline, they have blocked me and will not return my calls. They ask me to deal with issues, but I can't get through to them. When we are trying to be responsible, and call up to 3 times in a single day, but cannot get through. They are unsympathetic and unhelpful.		6 year old female in Western Washington using program(s) EM*
That I can talk to a person.		No.	5 year old male in Eastern Washington using program(s) EM*
I think they are nice people. They treat me well and help me.	I don't know. I only get food stamps.		52 year old female in Western Washington using program(s) EMV*
I like when they help me and they give me something.			31 year old female in Western Washington using program(s) EM*
It has been very easy to use and we have had no trouble - it's been great!			7 year old female in Western Washington using program(s) M*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They help me with my medical and food stamps benefits.	Give me more money.	No	80 year old female in Eastern Washington using program(s) AEM*
I like everything about them because they provide me with my needs.	Nothing. They have been doing very good and I can't think of anything that they can improve.	No	79 year old female in Western Washington using program(s) AEM*
Their services.		I appreciate the services DSHS provided to me.	48 year old male in Western Washington using program(s) EM*
I like it best when DSHS resolves problems.	Listen to my needs better. Not hang up phone on me. Make it easier to contact someone at DSHS to answer questions. Employee staff that are not condescending. When they promise to call back, call me back. I was put on hold for two hours and then got a message that said "We are sorry - no one is available" and hung up on me. The 800 number service and the DSHS local office don't work closely or quickly enough. There is a delay when one uses the 800 number and do an update - there is a delay in getting the computer updated. I updated my address on the Internet at one time and DSHS was slow to update - my food card was cancelled due to the fact that I didn't return my mail.	I think what they do for people is good but I think the customer service is deplorable. I see them being rude to clients all the time. At times, they are condescending! They need to redo their entire customer service delivery package. They seem to think they can treat people the way they want because they know clients need the service. They have got to streamline the process to contact them via online or phone. Make it effective and efficient. They have cut office hours so we need a break.	38 year old female in Western Washington using program(s) EHMB*
We need them very rarely - Dad is a very low needs person.	I can't think of anything.		80 year old male in Western Washington using program(s) AM*
Very personable. They are very helpful in guiding and directing me.	I don't know. I'm pretty satisfied with it all.		69 year old female in Eastern Washington using program(s) V*
My caseworker is great. They have provided me with the services and mental health services that I need.	More money and more hours available for care.	No	59 year old male in Western Washington using program(s) AHM*
When we desperately need help, there is somewhere to go.	Offer medical benefits to adults that don't have children. Improve service in office if we have to go in for something.		49 year old female in Eastern Washington using program(s) V*
They have provided me with the assistance that I have needed.	More home visits. Do better with their foster home placements.	No	72 year old male in Western Washington using program(s) A*
They are there to help me when I need it.	Help more with the child care for children.	Nope.	52 year old female in Eastern Washington using program(s) AEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide me with services for medical and care giving.	Provide more hours to the caregiver.	No.	58 year old female in Western Washington using program(s) AEM*
They do everything to help me for me and my husband.	Medicaid help with doctor - like pharmaceuticals.		64 year old male in Eastern Washington using program(s) EM*
They are always approachable and there for you in time of need. They are gracious letting you make mistakes. They follow up even when I forget. Once you are engaged in the service they will go the long haul with client.	Sufficient staffing in Colville area is a problem. Number of workers are being reduced as number of people needing services is increasing. Caseloads are too big. This causes people to do the minimum and have less personal involvement with clients. Social Workers and food stamp workers just don't have time. There is not a clear statement of services, how you qualify, how things can be coordinated. You almost need to know someone or get coaching on how to access the programs. You need a syllabus to know what is happening and steps you need to follow. You have to know the terms they use to describe what you want. I was denied medical services 5 years ago because I didn't use the correct language. I asked the wrong question of the wrong person and did not get re-directed. There is not sufficient effort to ENGAGE people so that you can feel like there is some help and you can get beyond this time of difficulty in your life. It took 4 months for a VR counselor to actually sit down with a counselor. By the time I got going with services it was 6-7 months.	The services are dependable and reliable but could be forthcoming about what they have to offer. The quality is wonderful, my quality of life has improved. However, it has been difficult getting through the maze to get services even after several years.	36 year old male in Eastern Washington using program(s) EMV*
I like that DSHS is easy and fast to get information in person, and they make decisions quickly.			23 year old male in Western Washington using program(s) EMV*
I like the new system where you check in on the computer and then they call you. It seems faster.	I don't know if I qualify for medical, but I need mental health treatment for depression and cannot afford.		58 year old male in Western Washington using program(s) EV*
I feel like the organization is helpful - they have really succeeded with that.	Make information more accessible to people.		26 year old male in Western Washington using program(s) EV*
They help me step-by-step and walk me through things. They explain section by section.		They were very helpful. If I had questions, they helped me understand. I couldn't have returned to work without their help.	60 year old male in Western Washington using program(s) EV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I can't think of anything.	Every time I have to call I have to wait on hold for a long time.		4 year old female in Western Washington using program(s) M*
They help people and have funding to help those who need it.	Improve people skills. My first case worker was accusatory, unkind, and refused to help me. I got a new caseworker. I think they look down at people. They should show respect even for those who do not have money and are disabled. They should be more considerate. I understand that they deal with unpleasant people who are using the system, but they should understand that it is embarrassing to ask for help. When they talked loudly to me when others who were near by could hear, I was uncomfortable. More privacy please!		52 year old male in Western Washington using program(s) EMSV*
I like going to the office to talk to them in person.	I don't know.	Client is a 3 yr old - doesn't vote. Mom is the voter.	3 year old male in Western Washington using program(s) DEM*
The individual I work with is on top of things. They understand what I need, inspires you to keep going, and encourage me to take steps.	It takes a long time to get a response by e-mail or phone when I want to reach someone.	I am pleased with service. I've gotten more out of the service than I expected. DVR exceeded my expectations.	49 year old male in Eastern Washington using program(s) V*
The web is great. DVR has been helpful.	Get DD to call me back so I can enroll my daughter in their services! I'm still waiting for a call back. I applied and never heard back and did not get a return call when I left a message. Communicate with public more effectively. Auto phone answering is not good PR. Can't get info without talking to someone and it is difficult getting someone on the phone. The web is good, but can't give specific answers.		20 year old female in Western Washington using program(s) ADMV*
They cover the expenses that I need.	Make it easier to understand all that DSHS will cover. Need to be more people friendly -- how people can find out about their services.	I just wish DSHS would be more forward about their services.	33 year old male in Eastern Washington using program(s) H MV*
Everybody is really nice and polite and help us as quickly as they can. If they don't know the answer they transfer me to someone who can.	Phone-in system makes it really hard to get to a live person. Sometimes have to call 20 times within a space of three hours. Just have one choice rather than three to make it more consistent.		5 year old male in Eastern Washington using program(s) EM*
Nothing to add.	Improve the phone system. It usually hangs up on me.		9 year old male in Western Washington using program(s) EM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Most of the people that work there are very pleasant.	Their rules change continuously, the information they give out varies from each worker. Training workers on the continuous changes to update the workers. Or better web site that has current policies on each program available. (I applied for grant for Non-needy relative for my granddaughter, they told me that I had to sell my camp trailer, and I am on SSI. So resources are irrelevant when you are on SSI, but the worker gave wrong information to me, I did not have to sell my camp trailer.)	I changed HMO providers because I had to, and the medical personnel and I were very confused as I now have a Provider 1 card and an HMO card. I feel that 90 percent of the DSHS Medicaid clients do not understand the way the program works and need an advocate to figure it out.	51 year old female in Western Washington using program(s) EMZ*
In the last 4 months we moved to a smaller town, and the smaller DSHS office is much better to deal with, more compassionate.	They cut me off of medical, cause I make 1500 a month as a caregiver for the state, and they say I make too much. We have put our names on the waiting list on Basic Health and we have been on it for 3 years, my husband in unable to work and his L & I is running out and we have no medical.	I hope that with all the economic times we are having, they keep taking and taking from us, the rich keep getting richer and the poor are getting poorer. As a caregiver, I keep getting threatened that they are gonna take more hours away from me. I have lost 25 hours in the last 3 years. My daughter has taken Singular since she was a baby and about 6 months ago the state won't cover it anymore, and she has severe asthma. The steroid inhalers do not work for her. She has reactions from them, and the doctors are working on getting Singular for her, but they keep getting denied.	13 year old female in Western Washington using program(s) EM*
I get a support check monthly that goes thru DSHS.	I don't use them that much so I don't know.		14 year old male in Eastern Washington using program(s) EM*
They listen to what I have to say, and I like the fact that they put benefits on a card and you don't have to deal with a check anymore.	I don't know, I don't have any problems with them.	no	58 year old male in Eastern Washington using program(s) E*
They are the only game in town.	Well, first of all they need to get rid of people who do not like to work with people. Get rid of the bad attitude people. I had a lady that called me on the phone and ripped me up one side and down the other regarding completion of paperwork. I had to submit paperwork three times and it resulted in a review. Another lady I worked with doing a review, we solved all the questions and she had her head in the right gear to make it work. But, the first lady was terrible.		67 year old male in Western Washington using program(s) EM*
Everything is fine.	no	no	18 year old female in Western Washington using program(s) EM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Whenever I needed them they were there to help me. I don't have that much work in the winter and they are supportive of my family.	My daughter's medical was covered for dermatologist with the medical coupon. I like that you can help people with low income, like medical.	no	19 year old female in Eastern Washington using program(s) EM*
I appreciate that they can help me with food stamps as I do not make much money as a college student. DVR staff are so great and helpful. I appreciate that they were willing to help me out.	Trying to get the correct number to call. There are too many numbers. that you have to go through to find someone. Too many menu options. I may have to go through the web next time.		20 year old female in Western Washington using program(s) EV*
They are easy to access by phone, and everybody is courteous and concerned.	Just offer access for a person, they usually have you drop a form in a box. Sometimes you drop off a form for review, and then we get a letter saying they didn't receive it. And you don't get to talk to anyone, so I usually have better luck calling.	no	3 year old male in Western Washington using program(s) EM*
We have been in the U.S. for 2 years, and I like everything. We get food stamps.	I want to get a scooter, due to my knee problems using crutches, I would like to have a scooter for one month.	no	55 year old male in Eastern Washington using program(s) EM*
I got an internship at DVR. DSHS/DVR listened to me and looked out for me. They gave me job leads after I was successfully placed because I was looking for a better job.	Reduce turn over. Staff are overworked and underpaid. (Increase pay and reduce caseloads). I had a bad counselor in Walla Walla. My second counselor here in Western Washington was great. Staff at DVR need to have depth knowledge of ADA and accommodations. I was surprised at the lack of understanding the counselors had when I interned. They need more benefits planning specialists also.		27 year old female in Western Washington using program(s) V*
They are helpful if you are down on your luck. I needed money and food and medical for short time. It was great.			22 year old male in Eastern Washington using program(s) EMV*
That they offer services, and that the working people's income limit has increased, so we can get help. I like that they have children's medical.	Give medical to working mothers. I had cancer and waited for King CO project access to pay for my hysterectomy. I could quit and collect medical, money and food stamps, but I prefer to work, but I need medical. I have been on Basic Med waiting list for 5 years. I am in debt by 29,000. in medical bills. It doesn't work for working people to not have medical.	no	41 year old female in Western Washington using program(s) EZ*
I really don't like to deal with them.	Get back to me in a timely manner.	no	1 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 have been very nice and very helpful. Everyone is kind on the phone.	DSHS should communicate with SSA as well as with different divisions within the agency. They are connected but do not work in cooperation with one another. The paperwork should be streamlined. Too much redundancy.		55 year old female in Western Washington using program(s) AMV*
That it has medical services.	Have a live person who can answer the phone, and not have to leave a message for them to call you back. It is a lot of work to call and call and call, and finally have to go down to see someone to answer a question.	DVR is very, very low with their services. The medical services are very, very hard to get the specialized services, you have to go through a lot of red tape. The mental health services is not good, as they won't return phone calls until after 72 hours, they need someone to answer their phones. The food stamps are not very good because you have to show up in person, they were not flexible at all. they are not very organized at all. They are very behind in their work and they need more people in their office. The DASA needs more people in their office, there are people that need services now, who cannot wait a month for services, they are swamped.	42 year old female in Western Washington using program(s) EHMSV*
I appreciate when people are kind and respectful.	One case manager that could coordinate all services, reduce use of answering machines.		53 year old female in Eastern Washington using program(s) EMSV*
When you go in, and they talk to you right away and tell you the appropriate line to wait in.	They switch me from worker to worker when I call in. If they could assign you a worker and stick with it, services would be much better.	no	12 year old male in Western Washington using program(s) EM*
	Maybe not make us wait for so long on the appointments.		12 year old female in Western Washington using program(s) M*
Getting help in times of need.	Their hotline is NEVER open.		47 year old female in Eastern Washington using program(s) V*
This is a hard question. (mom) They got me a job. (client)	Open an office nearer to my home.		22 year old male in Western Washington using program(s) CDMV*
They set me up with housing and food stamps.	Reduce the lines, hire more staff in front lobby.		21 year old male in Western Washington using program(s) EV*
I am thankful they offer these services due to my health issues. They do a good job. Most are good people and are pleasant.	Answer the phone, return messages promptly.		57 year old male in Western Washington using program(s) EV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I appreciate that they help us have food throughout the month and that I can take my kids to the doctor.	A lot of people I know have a lot of bills that go out and they don't take that into consideration when they determine their eligibility. When you go into the office you have to go in early in the morning if you want to be seen that day.	no	8 year old female in Eastern Washington using program(s) EM*
He likes everything.	He needs money to pay the rent, and DSHS has not helped him with that. (Somali native, been here since 2009.)	no	65 year old male in Western Washington using program(s) EM*
The food stamps for me and the children really help. The medical really helps with my injury.	Be more customer-focused.		36 year old male in Western Washington using program(s) EMVX*
They are courteous.	Hire more people to answer the phones and questions instead of having automated systems.		30 year old male in Western Washington using program(s) CEMX*
They seem to be friendly, and they don't seem to treat you like you are from a lower class.	Make it easier to talk to a person or make it easier to access your information, I don't always have 20 minutes to be on hold.	no	41 year old female in Western Washington using program(s) E*
They are somewhat helpful getting me get back on my feet.	Operate DVR more efficiently. I did not get the help I needed.		48 year old male in Western Washington using program(s) EV*
They are able to help me put food on my table.	I wish I could get medical for my chronic arthritis pain. They say I am either too young, or not old enough.	no	36 year old female in Western Washington using program(s) CEMZ*
If I need something, they usually respond to me.	Follow through with what they start out to do. Like DVR. It has been almost a year now and my counselor left and I have not been assigned to a new counselor.	I wish DVR would get back to me. I need help from them.	61 year old male in Western Washington using program(s) EVX*
The speed in which they take care of your needs.	Everything is fine.	I want to apply for Daycare.	7 year old female in Eastern Washington using program(s) EM*
I grew up on welfare and used old food stamps. I like the swipe card better and cutting down on paper.	Cut down on paper use, reduce wait times to be seen, personalize the approach to customers. The reduction in staff has impacted the access to services.		28 year old male in Western Washington using program(s) EMV*
It meets my need.	I don't know.	no	43 year old female in Western Washington using program(s) E*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The food stamps are great because people are nice and easy to deal with. They return my calls when I leave a message.	Staff take a "strong stance." They should be more customer-service oriented. It is too black and white. I am a police officer so I understand that, but being more compassionate in the communication process. DDD has some amazing case workers. We have some that have been horrible. My daughter gets a new case manager every 6 months. Why the high turn over? At DVR [Identifying Data Redacted] cannot get a good worker and you can't ask for someone new. The counselor has too much discretion. The second counselor does things very differently than the first with no explanation. DVR does not listen!		25 year old female in Western Washington using program(s) DEMV*
The people are really helpful. If I am having problems I can talk to them about my problems and they will direct to who can help.	Maybe having like multiple phone numbers to call for specific things, or more servers handling the phone calls when they are overloaded, as I couldn't even get through to be put on hold, and I had to go to the office to get through.	no	31 year old female in Western Washington using program(s) EM*
If I need to call, someone will answer my questions.	DVR and DDD have high turnover, changing counselor many times. It would be better to have one permanent one and not so many changes.		27 year old female in Eastern Washington using program(s) DMV*
They changed the program, so we don't need so many appointments. We can go there and work on the computer. It's very good now.	Have an informational guy when you come in.		9 year old female in Western Washington using program(s) EM*
That they are compassionate.	I'm half Hispanic and half white, it seems like when I spoke Spanish I got better service. They should give equal services to all, but it seemed like they gave quicker services to Spanish. They should not prioritize by race.	no	5 year old male in Western Washington using program(s) EM*
They do work out problems that come up.	My case was transferred out of town. It makes it more difficult to access programs. I live in Tacoma but must go to Olympia to be served.		56 year old female in Western Washington using program(s) EMV*
They treat me good.	I don't know.	no	61 year old female in Western Washington using program(s) EM*
Caseworkers are good to me and helped me figure out what to do.	Their customer services needs improvement. Focus on the individual and help get the means to earn a living.		20 year old female in Western Washington using program(s) EV*
They work pretty fast, and when you are allowed benefits they get them to you right away.	Be open and available more hours of the day. And be available by phone cause it is hard to get through.	no	24 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 really seem to want to help. The workers seem to have empathy.	Be available by phone. They have specified calling times. Have people available to take calls instead of being on hold, or getting a recording. When I left a message, they never did return my call.	no	18 year old female in Western Washington using program(s) EM*
They are there to get help when you really need it.	The personnel on the phone and in person can seem really cold.	no	11 year old male in Eastern Washington using program(s) EHM*
Nothing.	Live up to what they say.	no	49 year old male in Western Washington using program(s) EV*
Nothing, really.	Every time I call, I get transferred from one person to the next. The hold time is insane. Once I get someone, they are helpful - but getting somebody is too hard. Seems like there could be an easier way.		9 year old male in Eastern Washington using program(s) EM*
I don't really know.	I don't know either.	nope.	46 year old female in Eastern Washington using program(s) AEHM*
The people and the workers are great.	I don't know. More services.		87 year old male in Western Washington using program(s) AM*
They provide me with medical and Copes services.	More staff because the need is so great.	I don't believe so.	64 year old female in Western Washington using program(s) AM*
My favorite is the DVR office in Tacoma. It is a different culture. They only take people that WANT to improve. I get treated like an adult. Overall, I've been lucky with counselors as a whole. The 2 TANF counselors have been great.	I don't know if there is a lot they can do because of governmental red tape and lack of people willing to take responsibility for their own lives.		38 year old female in Western Washington using program(s) EMV*
That they help me so I can go to the doctor and take my children to the doctor and it helps with medicine too.	The lines are always busy, and it is hard to get through.	no	38 year old female in Western Washington using program(s) MZ*
They listen to what we have to say and they help us with what we need and are very personal to us.	It would be good to increase the amount of food stamps that we receive.	Nope.	80 year old female in Western Washington using program(s) AEHM*
They provide me with food stamps, medical and Copes which I am grateful for.	Increase the amount of food stamps that we receive.	No I don't think so.	69 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 can do recertifications by phone instead of going into the office.	I was surprised that [Identifying Data Redacted] was removed from food stamps because he is going to college full time.	no	30 year old male in Eastern Washington using program(s) EM*
I am grateful to receive food stamps, medical, and help for my son.	Nothing.	Oh no.	70 year old female in Western Washington using program(s) AEM*
The service is good and they are good to me. Help me to understand and provide me with food stamps and medical.	Nothing. Everything is good.	Nope. Thank you.	79 year old male in Western Washington using program(s) AEM*
They do help the community and I don't know where I would be without them.	Every time I call I am either on hold for an hour or it disconnects me.	no	26 year old female in Western Washington using program(s) EM*
The people are very helpful and have provided me with the care and information that I need.	Increase the amount of food stamps that we receive, and stop punishing the elderly in all of the cutbacks.	No I don't.	50 year old female in Eastern Washington using program(s) AEM*
If I really need help, I can get help from them.	Do better about returning calls.	no	13 year old female in Western Washington using program(s) EM*
They help me with my medical and food stamp needs.	Increase the amount of food stamps.	No not right now. I can't think of anything.	68 year old female in Western Washington using program(s) AEM*
I'm not sure.	They could let me have a caregiver, I live in my van and I could use a caregiver. I am unable to take care of myself with a ruptured discs in my back, and I'm environmentally ill. The social workers involved say I have to have a home to get caretaker services. I feel they should be flexible in that circumstances. I have done research in assisted living facilities, I am allergic to carpeting and other chemical sensitivities.	no	68 year old male in Western Washington using program(s) EM*
The workers are helpful and have provided me with food stamps and medical and Copes services.	They need to stop cutting the services to the elderly big time. Need to provide dental care.	No.	74 year old male in Eastern Washington using program(s) AEM*
They have provided medical for me and the social worker is great.	They need to get rid of the red tape and slim down the employment. The people don't need to create jobs just for job security.	None.	91 year old female in Western Washington using program(s) AM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The help that they provide, and they're close.	The workers act like they are giving you money or food stamps out of their pocket, they are very nice most of the time. Make the phone system better, so you can talk to someone without waiting for 10 or minutes to talk to someone, and sometimes they say 'leave a message' but they never call you back. I try to do something on the Internet, but it is tricky.	I have been here for 18 years, and other Hispanic people haven't had opportunities like me because they have to work and can't get English speaking lessons and they should not be treated different. Some workers are very nice, but a lot are not very nice, when I go I am scared on how they are going to treat me that day.	14 year old female in Western Washington using program(s) EM*
They have helped me get things to make my life more comfortable.	Answer the phone on the 800 number.	No I don't think so.	59 year old female in Western Washington using program(s) AEHM*
She likes the people at her dialysis.	Unknown.	no	46 year old female in Western Washington using program(s) ADM*
They are there to help me and provide me with the necessary needs. They went out of their way to help me.	I don't really know.	Nope. I am grateful for what I have.	66 year old female in Western Washington using program(s) AEM*
The prompt service.	Shorter hold time when you call in. When you call in for a food stamp review, they limit the call in hours, that doesn't work for people as some people work during those limited hours, and also maybe I have been on hold until after the phone limited phone hours are over.	no	1 year old female in Western Washington using program(s) EM*
They provide medical for my son and help people that can not help themselves.	The call central could be a lot nicer to people.	Nope.	4 year old male in Western Washington using program(s) EM*
I am satisfied with services provided.	Sometimes with the language barrier it is hard to communicate, I think they should have more Spanish interpreters or workers.	no	4 year old female in Western Washington using program(s) DEM*
It is good to have medical for my child.	no	no	2 year old male in Western Washington using program(s) M*
That they have help for kids.	I feel that certain people need the extra help, like school clothes expenses or help with rent, that they are considered for that extra help. Because I got that help when my kids were little, I can't get that extra help now when I am raising my grandkids.	no	9 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 that DSHS takes care of my needs. I call when I have a question and I get an answer. Given the volume, they do well.	Mondays are very busy and it is hard to get through on the phone. Increase Monday staff. The lobby is very full sometimes. I go prepared and take the necessary documentation so I usually move quickly through my appointment but sometimes wait 20-30 minutes.		55 year old male in Western Washington using program(s) EMV*
They provide me with what I need.	I can't think of anything.	No	41 year old female in Eastern Washington using program(s) AEMZ*
I like the help I am getting.	The hours that I can call in are too limited. I cannot call after 2 PM. This is challenging as I have 3 children, 2 of them at home with me during the day.		29 year old female in Eastern Washington using program(s) EM*
When I go to apply, staff (receptionist) are very kind.	The caseworkers do not listen or give us what we really need. They should provide more programs, especially emergency assistance. I do not qualify for cash assistance because I earned money in the summer. Now I am not working now but I do not qualify for cash assistance. They could not help me with emergency when my electricity was shut off.		14 year old female in Eastern Washington using program(s) EM*
They help me with my medical needs so that I can recover as soon as possible.	Provide vision care for the elderly.	No	64 year old female in Western Washington using program(s) AM*
They provide me with medical, food stamps and a lady to come and clean my house.	Increase the amount of food stamps that I get and the hours of help that I get.	No.	87 year old female in Eastern Washington using program(s) AEM*
The fact that they help me, other than that nothing.	More staff.	None	1 year old female in Western Washington using program(s) EM*
The workers that I have now have been helpful and understanding of my unique situation and my mental health issues. I appreciate their support. They have walked me through step by step the things that I need to do. I need more direction than others, perhaps.	Too much phone automation makes it difficult for me. The phone wait is too long. I do not get called back.	Mom answered questions and shared about her experience with DSHS also. I asked that she keep the answers focused on her experience with [Identifying Data Redacted], the child.	4 year old male in Western Washington using program(s) EM*
They provide me with medical and a few food stamps.	I don't know what to say.	No.	79 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 have been able to help me raise my 6 children as a single parent.	Children stayed with my mother while I was in treatment. It took a full year after the kids were back with me to resume benefits. I don't know what happened. I turned in paperwork in on time, but worker denied that I had turned it in.		14 year old male in Eastern Washington using program(s) EM*
I like the person-to-person conversation.	Improve access to services. I left a message 30 days ago regarding my mother being dropped. The worker said they would get back to me as it was clearly an error. I have still not heard back. I have had to send all of her documents in second time to get her qualified. Still no answer.		72 year old female in Western Washington using program(s) M*
They help me with medical and food stamps and paying for someone to come into our home to help us.	Vision needs to be provided for the elderly.	No. Thank you.	74 year old female in Western Washington using program(s) AEM*
My son has received food aid.	As a learning disabled individual my son needs TLC in understanding the questions and process. He is fearful about programs. He needs help with food to eat as my son is marginally employable and not motivated at this time.	Mother completed survey as son is learning disabled. Her son is apathetic and smokes pot. She does not know what to do. Her son has medical coverage through his father's insurance. She sought counseling for him but she couldn't keep up the co-payments.	22 year old male in Western Washington using program(s) EV*
I have liked the people who are the case managers. They have been excellent.	They can respond faster. We have had to call back a number of times.		49 year old female in Western Washington using program(s) ADM*
They are very cooperative, and provide me with what I need.	Nothing. That I know of.	None	89 year old female in Western Washington using program(s) AM*
The services that they provide for medical and food stamps.	Increase the hours allowed for the care of the elderly.	None	81 year old female in Western Washington using program(s) AEM*
They are efficient with SNAP benefits. I appreciate how quickly they handled my eligibility The reauthorization session was very helpful as the worker mentioned other programs for which [Identifying Data Redacted] might be eligible.	A more rapid response to questions would be helpful even if it is a message like...they are aware of and working on the problem.		5 year old female in Western Washington using program(s) EM*
They are very knowledgeable about what they are doing, especially my case manager (the person who helps me with my in-home care).	I think they are doing their best now. I think the politics messes it up.		74 year old female in Western Washington using program(s) AEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The social worker was helpful when they came to the house.	They need to help people who really need the help. Reduce staff turnover so there is not so many changes in caseworker. Don't lose the paperwork! Services seem unfair giving some benefits while denying them to me. I quit my job to take care of 8 kids and ES would not give me enough help to support them. Do not give services to people who are using the system and continuing to be pregnant and having kids to qualify.		62 year old male in Western Washington using program(s) CE*
I like that if you need help with food, you can get food stamps.	It would be nice if my DVR counselor called me back and followed up on things. I always have to call them, I don't get a return call within weeks. I have to keep calling and get firm to get action from them. If I threatened to call their supervisor, THEN they would finally call me back. He won't do a one-on-one with me. I don't understand that.	I'd like to know why my DVR counselor won't talk to me one-on-one. He won't talk to me - I don't get that. I'd like to hear from him.	57 year old female in Western Washington using program(s) EMVZ*
They listen. I appreciate that.	I would like to communicate to caseworkers by e-mail. When I leave phone messages I am not sure the caseworker gets my message. The medication coverage process is cumbersome and changes often. When the social worker changes, we have to start all over again. Another prescription and new authorization has to occur. Are you not computerized? That would be much better. Bring back dental and optical coverage. Her dentures don't fit anymore and she cannot get them repaired. Soft food! Yuck.	[Identifying Data Redacted], her caregiver, answered on behalf of the client. She was knowledgeable of the clients experiences with DSHS.	82 year old female in Western Washington using program(s) AM*
I am getting basic coverage for my pregnancy. I also appreciate getting health coverage for my children. When I need an interpreter DSHS provides one.			36 year old female in Western Washington using program(s) M*
They have food stamps and medical to offer me. I appreciate it as I am disabled.	Now that vision, dental and podiatry have been eliminated. I must go to Basic Health plan which would cause me to have to start over with a new health care team that does not know about my condition. I go to Harborview to see my specialists. Now I cannot see vision, dentist or podiatrist. It takes more time and effort to get there from my home in Federal Way, but I would rather keep the healthcare providers that understand my condition and have experience treating me.		35 year old male in Western Washington using program(s) AEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have been there and answered questions.	I haven't seen or talked to anyone from DSHS since I moved into Cascade Park March 1, 2012.	Keep up the good work.	71 year old male in Western Washington using program(s) AM*
	Everything is okay.		81 year old female in Eastern Washington using program(s) AEM*
DVR has helped me with school. It is a good program.	Improve communication between different divisions to better serve the individual. Mental Health and DVR minimally communicate about my care. There is no sincere effort or interest in that communication. It would serve me better if they genuinely coordinated care. It would create a better outcome.		53 year old female in Western Washington using program(s) EHMV*
We like it all.	More interpreter services available.		73 year old male in Western Washington using program(s) AEM*
I appreciate the food stamps.	Shorten the wait time when I am on hold for my case manager.		52 year old male in Western Washington using program(s) EX*
I love Peter, our caseworker - he is brilliant and he sincerely cares about us, I know that without question. Many people at DSHS have been very helpful and were wonderful to us throughout the process. We are grateful for everything they've done in our behalf.	They need to hire more people and expand their hours. With the numbers of those that are in need growing exponentially, it's impossible for the current workers to have more work poured on them. It makes me ill to know that Federal dollars are being cut for the people who are really in need, yet the Federal Government is pouring money into banks and companies that aren't utilizing them, but squandering the funds. There are people that are seriously in need and are existing - not living - on almost nothing and yet that's where the cuts are pointed. There's got to be a better way!		5 year old female in Western Washington using program(s) EM*
They have provided COPES care and medical for me.	The case worker need to return calls in a more timely matter.	Nothing	81 year old female in Eastern Washington using program(s) AM*
That they ask the proper questions when needed and give advice and manage the situation for you from month to month.	Don't know.	no	25 year old male in Eastern Washington using program(s) EMV*
There are people that know the specific areas of expertise, when you go to talk to them and they know how and where to direct you quickly.	With all the cuts that have been happening, we wanted a service that they were unable to give to us, but we were able to locate an alternate for specific mental health services.	no	11 year old female in Western Washington using program(s) CHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are really good about understanding and explaining how we can get help, if we don't qualify for help through them and where to go to get help.	When we call, it usually takes 1/2 hr to an hour, I hang up after 1/2 hour and try later or go in. They need more help on answering phones.	no	1 year old female in Western Washington using program(s) EM*
Everything. They provide me with the needs that I need.	I don't think they can improve them.	none	83 year old male in Western Washington using program(s) AEM*
They help when I need it.	I don't know.	Nope	84 year old female in Western Washington using program(s) AEM*
I like getting food stamps. I like that when I missed my renewal, I was able to come in the following Monday to do it, and then my food stamps continued.	I got approved for the CAT (commissioner-approved training) through WorkFirst, where you can do a training program while you get your unemployment benefits, but because I did not know how to apply for those resources to help pay for my living expenses while I attended school, I didn't get them. They need to be more informational so people can get the resources they may be eligible for.	no	35 year old female in Eastern Washington using program(s) EMVZ*
That they really try to help people in depth, and are very organized and very friendly.	They keep doing what they are doing.	no	9 year old male in Western Washington using program(s) CEHM*
They provide me with care in my home and my medical and food stamps needs.	I don't have anything to say.	Not now	70 year old female in Eastern Washington using program(s) AEM*
They keep all the expectations and requirements realistic.	I think they could give you a little more leeway on the hours on childcare.	no	10 year old male in Western Washington using program(s) CEHM*
The people most of the time the most of them are very courteous and nice.	Make it more known what help is available for families, because other diversion programs, etc., people don't know about.	CPS is little too judgmental about people. People who have minor complaints lodged against them. When they talked to me they made me feel like I wasn't being honest when I was.	10 year old male in Western Washington using program(s) CEHM*
We are pleased with the service that we are receiving with our medical and food stamps and someone coming into the house to care for us.	I don't know. Everything is good and we are satisfied with what we are receiving.	no	71 year old female in Western Washington using program(s) AEM*
They are fast at getting the information processed when they get it.	I hate waiting on the phone 30 to 40 minutes to talk someone.	no	32 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 help the needs of the children.	Increase their staff because is that they are overloaded with cases and families tend to fall through the cracks.	no	40 year old male in Western Washington using program(s) CEMB*
They have provided us with the necessary help needed to care for my mother.	I can't think of anything. They have been wonderful.	No	95 year old female in Western Washington using program(s) AM*
I appreciate to go there and get help with services I need, and it is usually a good experience.	When I needed help quickly, and the person I talked to gives me information, and then the second time I ask about the same thing, and I get a whole different answer. It was very confusing and the second person was able to clear things up and verify things over the phone which was nice.		4 year old female in Western Washington using program(s) EM*
My caseworker, if I don't have to go in personally, my husband can go in for me, she works with me well.	I am disabled, getting help to get my disability and then we could be off food stamps. If they had an advocate to help me get directions on how to apply for disability. We have no money to buy medical coverage.	no	17 year old male in Western Washington using program(s) EM*
They provide additional medical for my dad.	I don't know.	No	90 year old male in Eastern Washington using program(s) AM*
no comment.	She receives everything and no problems.	no	67 year old female in Western Washington using program(s) EM*
They are beneficial for my family, as I am not working now, and the services are extremely beneficial right now.	Not sure.	If they were to provide an 'App' for the smart phones, I would love it to be a Windows phone app.	34 year old male in Western Washington using program(s) EM*
I like being understand the person I am talking to.	Sometimes when I call, I get an accent so heavy that I can't understand the person.	no	11 year old female in Western Washington using program(s) CEM*
I don't know, he gets Medicaid since he gets SSI, and that is automatic and that is the best thing.	I don't know.	no	20 year old male in Eastern Washington using program(s) EM*
They give me food stamps so I can eat.	Dept of Agriculture should not have the power of telling you if you do not have a part-time job when/if you are attending college that you cannot get food stamps.	no	22 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 think they are informative, and the social workers on in tuned to the kids, the placement seems to go well.	When the placement goes to a regular social worker, it is hard for them to answer questions as it takes longer for them to familiarize themselves with the case. Talking about funding and money and the cut in services, I think instead of volunteering to reduce adoption monies individually, they should cut each rate by maybe #10. Overall they could save money.	Speaking for a lot of people, they still need people to adopt all these kids. the judges should be more realistic and not have the bio-parents taking the same training every week, or maybe cut it to 2 times a month. They may be failing as they seem to burn out.	5 year old female in Eastern Washington using program(s) CDM*
They help me very well, and receive me well, and most of the time they help me with what I am looking for.	I don't know.	no	15 year old female in Eastern Washington using program(s) EM*
When we were going to adopt our child, they were very forthcoming with the services we could get. They told us about what was available even though we didn't seek it. We had wonderful people with whom to deal.	Diversification - our son got the physical therapy he needed but he needed socialization and there was nothing to address that. There was nothing in place to help with that socialization that son needed and that was lacking. They have services but it's hard to tailor them to the individual child.	Overall it has been a very positive experience.	15 year old male in Eastern Washington using program(s) CDM*
Nothing. They help me because I need help.	Have better person-to-person humanity skills (i.e., in 2006 I had a paralyzed vocal cord, and could only whisper, they did nothing to help try to make the interaction easier, one worker had a radio going, and they would not turn it off, and when I asked for them to turn it off, they said I was racist.)	no	46 year old female in Eastern Washington using program(s) AEHMZ*
If I have some kind of a problem, it seems to be an easier process than it used to be. I am disabled and it is hard for me to get around, so do interviews on the phone.	It would be nice if someone like me did not have to complete paperwork every six months.	I do think the Department has improved a lot over the years.	53 year old female in Eastern Washington using program(s) EM*
When we lost job or laid off, the office helped us again.	I don't know.	no	1 year old female in Eastern Washington using program(s) EM*
They have staff that speak Spanish.	Maybe get more staff cause there are occasions where to have to wait a long time to see or talk to staff.	no	21 year old female in Eastern Washington using program(s) EM*
Very impressed with the attention and the level of activity in Clark County. Had no contact with anyone prior to living in Clark County. The Case manager is energetic and knowledgeable. He made referrals for other services. A real assessment was done and appropriate referrals made.	Outcomes need to be measured as well as the level of services.		42 year old female in Western Washington using program(s) DHMV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that the kids are always gonna be covered for medical.	I think they could be a little more attentive to the people that call in and have questions, as most can't afford to drive to the office when they need a question answered.	no	1 year old male in Western Washington using program(s) EM*
Well, they have helped me a lot.	I don't know.		3 year old male in Eastern Washington using program(s) CDEM*
They are very helpful in getting the right resources I needed, including doctors and counselors and getting the right job placement.	What I understand from what I've been told, a person working with DVR needs an interview to get paid training. That is hard for a person with disabilities to do. It would be better if somebody from DVR called in advance or came with me on the interview to explain my disability. DVR told me not to bring it up. It is hard for me to talk about and I wish DVR would have shared this information. DVR needs to contact them after my interview to explain the situation. I felt inadequate to handle it. DVR was great about planning - but I wish they followed up more afterwards.		41 year old male in Western Washington using program(s) V*
I only get food stamps, otherwise I don't deal w/DSHS.	I don't have to wait very long for food stamps.	no	53 year old female in Eastern Washington using program(s) EHM*
The fact that they help me and my family.	I don't know, they explain everything real well.	no	7 year old female in Western Washington using program(s) EM*
The social worker is the best.	I think they need the daily rates for the residents is the minimum they pay for her, and client needs a lot of care.	When we place care for a resident it is \$60 a day, includes food and care, it is very, very bad pay for adult family home.	86 year old female in Western Washington using program(s) AM*
They are courteous and they help you with a variety of areas.	I don't think I know of anything.	no	61 year old male in Western Washington using program(s) AEMS*
I am grateful that we have services and that DSHS exists and I want to see them continue to be funded.	Make it that associated services, like telephone assistance and hearing assistance, can be more accessible to the disabled. There are services that should be coordinated with DSHS so that you don't have to fight every year for the services and recertifications for these services that are provided to disabled and other qualified persons.	no	58 year old female in Western Washington using program(s) AEHM*
That they are courteous and are quick to answer my questions and get what I need.	I can't think of anything.	no	75 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 like that they provide services to the people that need them.	I think they could maybe be more compassionate and more understanding about people's situation. I worked with some pretty cold case workers!		4 year old female in Western Washington using program(s) EM*
That they help.	Less paperwork would be good.	no	76 year old female in Western Washington using program(s) AEM*
I think everyone made it super easy for me - it has not been confusing.			4 year old female in Western Washington using program(s) M*
	When I call, I don't like waiting on the phone for 45 minutes!		1 year old female in Eastern Washington using program(s) EM*
That they are there to help people who really need help. They have really nice people who seem to actually care about you.	They are consistent and really nice, I don't know.	no	57 year old male in Western Washington using program(s) AEHM*
	They used to be open until 5 p.m. but now they stop taking clients at 2 p.m. It is difficult if I work until close to 5 or later.	Some of the staff are not very friendly!	25 year old female in Western Washington using program(s) EM*
I really don't have to deal with DSHS. I get SSI, and as far as my food stamps I don't have to deal with DSHS, I just call this guy and he helps me with them.	Raise my food stamps.	no	43 year old female in Western Washington using program(s) AEHMZ*
It is a program that is available for help that need it - I like that.	Take the stupid child care off the phone only and let people talk to DSHS staff face-to-face. When I spoke on the phone, I said one word wrong and it caused me a lot of problems with collecting my child care.		34 year old female in Eastern Washington using program(s) CEM*
I like getting my sister to help me and she takes care of my DSHS business for me.	There is long lines when I go to see my regular doctor, sometimes it takes a long time to get to see him.	no	44 year old female in Western Washington using program(s) AEM*
I like that they are so good to me.	Don't know.	no	88 year old female in Western Washington using program(s) AEM*
The programs that they have.	I don't have an answer.	no	62 year old male in Western Washington using program(s) AEHM*
They have helped me with my needs and provide food for my children.	The workers need to be nicer.	No	2 year old female in Western Washington using program(s) EM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing. I dread dealing with them.	I am on hold with them for too long for services. They need better customer service at the local offices - with courteous staff members. When there is an issue, it needs to be taken care of - not get a call a month later. The calculations for benefits are wrong a lot of the time. The computer says one thing and the paperwork says another. I don't think that is right.		13 year old female in Western Washington using program(s) EM*
They have provided me with the necessary needs for my family.	Shorten the wait at the CSO office.	No	12 year old male in Eastern Washington using program(s) CDEHM*
They are always there to answer any questions that I have.	They need to reevaluate the Copes clients more than once a year. Their condition changes and they may need more hours.	No.	75 year old female in Western Washington using program(s) AEM*
They have provided me with the necessary things that I need.	Nothing any more.	No	67 year old female in Western Washington using program(s) AEM*
They are very helpful and provide me with what I need.	Replace the machines with real people.	Nope.	3 year old female in Western Washington using program(s) EM*
I think it's nice to know somebody is there to help. It's nice they support your needs.	I can't think of anything right now.	I feel happy about the survey. Our counselor is very nice & tries to help me when I can't communicate well. She makes me comfortable. I've had a very good experience working with them.	20 year old male in Western Washington using program(s) V*
They have provided me with medical for my family and made it easy to get.	Have someone answer the phone instead of using a automated service or having it ring and then hang up on you.	No	24 year old female in Western Washington using program(s) M*
They help my dad with his medical needs and provide food stamps for the family.	Nothing.	No	78 year old male in Western Washington using program(s) AEM*
I like it when I can go the office and speak with a real person and not the machine.	Have someone to talk to and not just the machines. Increase the amount of food stamps allowed and the price of food has increased a whole bunch.	No	16 year old female in Eastern Washington using program(s) EM*
They have provided medical for my children.	Process applications in a more timely matter not making you wait for 4 months in order to get medical.	No	14 year old male in Eastern Washington using program(s) M*
The 800# is fast and great for me as I have small children and going into the office is a chore for me.	Nothing.	No	4 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 provide medical for me and take care of all the billing problems.	Shorten the length of time in returning phone calls. All calls are busy now please call back and once you get this 4 times we need to have a real person to answer the phone and be available to answer questions instead of a reorder that keeps hanging up on you.	No	12 year old male in Eastern Washington using program(s) CEHM*
The case workers are great.	Answer the phones in a timely matter and treat the client in a respectful manner.	no	14 year old male in Western Washington using program(s) EM*
That they give us medical and food stamps.	Nothing.	nope.	32 year old female in Western Washington using program(s) CEMZ*
They are really nice and have provided me with medical and food stamps.	Be more prompt when clients go into the office. They shouldn't have to wait hours to be seen.	No	40 year old female in Western Washington using program(s) EM*
The people and their service - they help us fast.	More coverage for medical assistance and for medication.		83 year old male in Western Washington using program(s) AEM*
They way that they cooperate with us. They have made me feel so comfortable.			81 year old female in Western Washington using program(s) AM*
They help when we are in need.	I think they should bring back some of the services they had eliminated such as dental and vision coverage.		2 year old male in Western Washington using program(s) EM*
Just knowing that there is somebody there to help us if needed.	Have larger offices with more efficient lines.		6 year old female in Western Washington using program(s) EM*
They are extremely helpful and I felt like they were more than willing to work with me for what my daughter need compared to military doctor. DSHS staff checked back with us to make sure all was well.	It was somewhat difficult to get in touch with DSHS staff and I left a VM. They usually returned my call in 24-48 hours.		1 year old female in Eastern Washington using program(s) M*
The helpful service.	Not sure at the moment.		36 year old male in Western Washington using program(s) EHMSX*
I think the easy access and most of the times the staff can answer the questions that I have.	I think keeping us more informed about changes. I had an appt. for my son to go to the dentist after he turned , and DSHS said he was not eligible.	I think the thing is with DVR is finding out the difference between a group and one-on-one situation for his employment.	22 year old male in Eastern Washington using program(s) DMV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are respectful and they don't judge.	I don't know.	no	15 year old female in Western Washington using program(s) EM*
Don't know.	Don't know.	no	45 year old female in Western Washington using program(s) E*
That you can do everything online or over the phone.	Being able to get in touch with staff much easier. DSHS standards for assistance are really low. I am working 25-30 hours per week and they cut my food assistance by \$100 for my family of four people. People not working get the full load of food assistance.	I really think they need to examine how they distribute all the welfare funds and how income affects the amount of assistance one gets.	4 year old male in Eastern Washington using program(s) EM*
I like my social workers.	The 'tribal' unit could work to hire more effective social workers. The one I had experience with does not follow up on her children.	no	2 year old female in Western Washington using program(s) CDM*
That I am not criticized.			60 year old female in Eastern Washington using program(s) V*
That I get the help when I need it.	I'm not sure. I have had to wait on the phone for an hour and a half, and it is very frustrating for someone as busy as me.	no	22 year old female in Western Washington using program(s) EMZ*
My favorite part was the DVR staff who were really nice and helpful and easy to talk to.			19 year old male in Western Washington using program(s) V*
I like to be able to call my social workers and financial workers and get answers.	They need to get the social workers and the financial worker to talk to each other and be on the same page for payments.	Nope	67 year old male in Western Washington using program(s) AM*
The wonderful caseworkers.	Nothing.	No	12 year old female in Eastern Washington using program(s) CEHM*
They helped me with CDL school and hopefully I can get a job.	Nothing.	No.	50 year old male in Western Washington using program(s) VX*
The resources and the knowledge that I have learned will help me later.	I have no idea. They are doing a good job.	Nope	36 year old female in Western Washington using program(s) EHMV*
That you can recert your assistance over the internet.	More access to a human person when you call in and you should not have to talk to a recorder.	I don't think so.	43 year old female in Western Washington using program(s) CEHMVZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with medical and food stamps which we really need and are grateful for.	When you call on the phone system it would be great to have a shorter time of waiting to get to talk to a real person.	Nope	4 year old female in Eastern Washington using program(s) EM*
They provide my father-in-law with the necessary medical and food stamps needs.	Nothing.	No.	78 year old male in Western Washington using program(s) AEM*
They're helpful getting me signed up for food stamps. They've helped me a lot with paperwork and stuff and doing the interview on the phone.	I think they do a good job now.	They do a great job - thank you!	54 year old male in Western Washington using program(s) EMS*
They are there for me and provided me with medical and food stamps.	They do the best that they can with the resources that they have.	No.	59 year old female in Western Washington using program(s) AEMZ*
They are prompt and courteous and provide me with medical and food stamps.	Nothing.	No	62 year old male in Western Washington using program(s) AEM*
They take into consideration the best interest of the children.	More staff. Give the bio parents less time to improve and get their children back.	Nope That all.	4 year old male in Western Washington using program(s) CHM*
Before putting her in a facility could call the SW and resolve issues.	Can't think of anything.		75 year old female in Eastern Washington using program(s) AM*
They have services like WorkSource and medical that have helped me.	They need to provide dental care.	No	6 year old male in Western Washington using program(s) CEHMS*
They are able to get me information I need for this child and it's just a matter of waiting.	They do the best they can with what they have, but sometimes programs stop and we need them. We moved away and there are not that many programs available here. Staffing cuts make it difficult too.		9 year old female in Western Washington using program(s) CEHM*
All of it.	She like to eat...more food stamps.		60 year old female in Western Washington using program(s) AEHM*
They are providing medical and Copes for me.	Communication between the client and the department in what benefits are available. It is not always necessary to have 3 bids with improvements need to be done. The decision should be made locally and without all the paperwork at the lower cost if under \$500.00.	No	61 year old female in Eastern Washington using program(s) AM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The online application is great.	Faster service in the CSO lobbies.	No	16 year old male in Western Washington using program(s) EM*
Get the help I need.	Could listen a little harder to the problems that we Medicaid people have. They don't get to the root of the problem as quickly as they could (financial service workers and social services workers).	I am satisfied with the services I receive from DSHS.	71 year old female in Western Washington using program(s) AM*
The workers that I have deal with are great. They have provided us with the necessary things that we have needed.	Nothing. I don't know.	No	6 year old male in Western Washington using program(s) CEHM*
No comments.	Feel people on disability need more help.		37 year old male in Western Washington using program(s) EHM*
The people are very friendly.	Nothing. I can't think of anything.	Nope.	91 year old female in Western Washington using program(s) AM*
Grateful for the help when I need it.	It would be really nice for people who are going back to college that the programs be expanded. One year is not enough to learn a skill.		5 year old male in Western Washington using program(s) EHM*
They have always been respectful to everyone.	Give us back our CSO's in King County or move it to some place where there is parking and easier to get to.	It has been a hardship to have consolidated the CSOs in Seattle into the Federal Bldg in the financial district. This new location is a nightmare. There is no parking and have to go through security with no lockers for the homeless to put their stuff and go into the CSO. Are told to come back without your stuff or to go to the bus station which is about 1-1/2 miles away. This does not serve the population the CSO is intended to serve.	48 year old female in Western Washington using program(s) EHM*
No comment.	Follow their policies -- Children's Administration.	There are some high quality employees, but there are also some employees who are substandard as far as meeting time lines, complying with their own policies, following through on what a child needs, giving foster parents adequate notice of changes such as visitation, notifying foster parents of court dates (not at all), changing visit times or scheduling a visit with only one hour notice. These factors make it difficult to want to continue being a foster parent. Help and safety visits were not very thorough. The SW has never seen where they sleep. How does she know if the room is safe and clean?	2 year old female in Eastern Washington using program(s) CDEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
No comment.	If a client speaks English, then they need to be given an English-speaking person to interview. Make it easier for women who are leaving an abusive situation to have some financial resources.		47 year old female in Western Washington using program(s) EHMZ*
Helpful, encouraging when feeling worthless and mentally down. I'm just glad I have food assistance and they are there if needed.	No comment.		58 year old female in Western Washington using program(s) EHM*
They help and understand your problems and point you in the right direction you need to get pointed in.	I don't know off the top of my head.		27 year old female in Western Washington using program(s) CEHM*
Most people are very nice and try to help.	Get more staff.		67 year old female in Western Washington using program(s) EHM*
Free care.	Keep kids on assistance longer.		18 year old male in Western Washington using program(s) HM*
Community Jobs program through WorkFirst. I am working 40 hours every two weeks and the extra money helps.	The programs make it hard to get out of the poverty level. Improve the services to give a boost up. Even \$100-150 more a month and a little longer in Community Jobs would be very helpful.		35 year old male in Western Washington using program(s) CEHMS*
Mostly I like my caseworker because I deal with her. She is extremely pleasant person and when I ask her a question - she has the courtesy to tell me she will have to find out or tell me where I can find out. She has always been extremely prompt and helpful. I really applaud her. Her name is Rachel Silva - I believe.	I think they could hire more people that speak better English and more clear in usage of English..	I have never heard a result from my appeal of reduction of COPEs hours. I need an answer.	75 year old female in Western Washington using program(s) AEM*
That it exists to help people and that the people involved do their best to make that help happen.	Make it easier to get an interview at the CSO - it is very difficult if a client is working at all. The MH provider has been wonderful across the board! But, the initial process of getting my daughter approved for MH treatment was very difficult. She had gone through a traumatic experience and I had to describe it over the phone with someone that I had never met. She asked very prying questions and made me feel very defensive over the phone. It seemed very adversarial to me!	I am grateful that DSHS is doing this survey!	12 year old female in Western Washington using program(s) EHM*
I liked the workers who came for the monthly home visit.	No, I can't think of anything.	no	59 year old female in Western Washington using program(s) C*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
DSHS helps a lot, especially my son. They help with diapers and wipes. He is 19 months.	Make a schedule for appointments to reduce waiting. There are long lines, always crowded and I have to wait a long time.		19 year old female in Western Washington using program(s) CEHMZ*
The office is close to my house.	For me everything is fine. Sometimes it is hard to communicate because their aren't that many interpreters.	no	24 year old female in Western Washington using program(s) CMZ*
Helping my wife getting to be a U.S. citizen.	They are already doing very well. No suggestions.		26 year old male in Western Washington using program(s) CEMSX*
I like the concept of helping families and the concept that mental health, medical, child support and children's and economic and can all be coordinated.	Consider individuals as individuals, not cases. They refer to my children as 'cases' and it is important that they realize they are dealing with individuals and their lives and what they do impacts these lives in profound ways.	no	49 year old female in Western Washington using program(s) CEHMZ*
Staff are friendly and provided in-home services.	The previous counselor was great. The new counselor seems to not be listening to [Identifying Data Redacted] now. It is very difficult to get through to a worker. Sometimes it takes 2-4 hours or several days to get ahold of someone. Answer the phone and return messages promptly. Funds were cancelled for [Identifying Data Redacted] as rules changed. If dad makes child support payment, [Identifying Data Redacted] gets funds. Otherwise she is dependent on support legal guardians. Our income is not taken into consideration.		13 year old female in Western Washington using program(s) EHM*
That it doesn't take too long for me to get in and out of there.			56 year old male in Western Washington using program(s) EHMS*
They provided me with food stamps and medical for the girls.	The phone system needs to be improved. You should not have to wait 35 minutes in order to get a real person to talk to.	Nope	39 year old female in Western Washington using program(s) CEZ*
I usually am treated well by the staff at CSO.	Answer the phones so I don't have to leave a message.		26 year old female in Western Washington using program(s) CEMSZ*
I deal with them when I need services, mostly food.	I'm not sure.	no	41 year old male in Western Washington using program(s) CEX*
	Answer the phone and return calls within 24 hours.		26 year old male in Eastern Washington using program(s) ES*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with the medical necessary for the care of my daughter.	I don't know.	No I can't think of any.	51 year old female in Western Washington using program(s) DM*
I get the help where and when I need it.	No suggestions.		44 year old male in Eastern Washington using program(s) EMSV*
Mental health.	I don't know.	no	31 year old female in Western Washington using program(s) CEHMSB*
The DD services for our son have been excellent and the caseworker is great.	The social workers need to have better knowledge as to what services are available and how to use them.	Nope	6 year old male in Eastern Washington using program(s) DEM*
The fact that they are there at all to help people in need.	Bring back the dental program.	I just wish that something could have been worked out on my dental issue. I ended up with no teeth for about two years when dental program was terminated. I was pre-approved for treatment and then DSHS pulled the plug on me!	29 year old male in Western Washington using program(s) CEHMSX*
Just the help that they give us and that we are all in a good place.			36 year old male in Eastern Washington using program(s) CEMSX*
Helping me when I need it.	Get rid of the call center and answer the phone with real people.		45 year old male in Western Washington using program(s) EHMS*
We have a Spanish worker that helps us with the medical and DD services for my daughter.	Everything is OK.	No	6 year old female in Eastern Washington using program(s) DM*
When I talk to someone, they take care of the issue right away.	The doctors don't want to see you if you are on Molina and sleep disorders are not covered.	no	34 year old female in Western Washington using program(s) CEMB*
Dealing with the nice customer service.	I don't know.	No	22 year old male in Eastern Washington using program(s) S*
I guess the assistance and no discrimination.		I am very happy with receiving services, and I would like to win the \$250 gift card.	42 year old female in Western Washington using program(s) EMSB*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	They could work better on making sure the money gets to the child. I am tired of supporting someone's drug habit. I feel the state should give the custodial parent a drug test, and have a protective payee if they fail the test.	I feel the judge in my child support case, 3 years ago, we had a conference call, they based the child support on how much my business made during the year, not how much I made out of my business. I am an owner/operator, I have maintenance, fuel, permits, tolls, etc I banked 50,000, out of 200,000, and had to pay taxes on that, I made net 30,000. The judge tripled by child support, and she was against me at the get go. I have a child in the home with me now that I am trying to raise and I don't feel the way they calculate child support is fair.	45 year old male in Eastern Washington using program(s) CX*
I like the accessibility of services. I can do reviews over the phone or through the mail or e-mail. [Identifying Data Redacted] is very happy with his psychotherapist. I can get info and call backs quickly. We get reminder calls for appointments. It is wonderful.	Increase the number of psychiatrists available in the location. [Identifying Data Redacted] hates his psychiatrist and needs an updated psychiatric evaluation as he is not being treated properly.		21 year old male in Eastern Washington using program(s) AEHM*
The services that they provide have helped me.	I don't know. Everything is OK.	No	33 year old male in Western Washington using program(s) CEMX*
My benefits transferred quickly from the state I previously lived in.	Provide more mental health service providers and more qualified counselors.	My neutral or negative answers are based on having lived in a large city in California and I am comparing what is available here to what was available in the city. The rural areas do not offer much in the way of resources.	39 year old female in Western Washington using program(s) EHMS*
That my low income family is able to get services.	For Children's Adm, they need to invest more time into listening to the facts and not making up their minds. Once I switched to HMO from medical coupons, it takes a long time to get medical supplies approved or medication.	no	38 year old female in Western Washington using program(s) CEHMSZ*
They have helped us with medical and services for DD and DVR.	I don't know.	No	46 year old female in Western Washington using program(s) DMV*
They provided medical for the kids quickly. Same day service was awesome. The MH counselor who visited my son at his school was great. It was so convenient and we could all meet there.	Give me clearer info on what kids are eligible for and names of dentists.		8 year old male in Eastern Washington using program(s) EHM*
I get my medical coverage.	More people working there so I don't have to wait so long.		41 year old male in Western Washington using program(s) EHMS*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided medical for me.	When you call on the phone have a live person that you can talk to not the machine and not have to wait 30 minutes to talk to a live person. Keep better track of the paperwork.	No	20 year old male in Western Washington using program(s) DMX*
The 'stayin alive', I have Hep C and that treatment is huge for me.	I can't think of anything.	no	57 year old male in Eastern Washington using program(s) EHMS*
The quality of services to me individually is great.	Doctors should keep appointments and operate on schedule better. Especially with people who have mental health issues.	Thank you DSHS for being there when I needed you the most.	49 year old male in Western Washington using program(s) EHM*
Probably the overall help. In the end, they do help me.	I would say with DCS, returning calls more even if the caseworker is overworked. They did not call me back and work with. Caseworker was unresponsive.		34 year old female in Western Washington using program(s) CEMSZ*
Services.	No suggestions.		18 year old male in Western Washington using program(s) HMS*
Getting services I need.	Children's Adm just told me what I thought I wanted to hear, I jumped through all their hoops and they said that was all I needed to do, then they would add things, they should have been honest and up front.	no	25 year old male in Western Washington using program(s) CESX*
They provided medical and food stamps for the family and the program was really easy to understand.	The people that are misusing the system need to be terminated.	No	4 year old male in Western Washington using program(s) DEM*
They are helpful. I've been taken care of and I am grateful.	I get medicine 40 MG pills and they tell me to cut them in half. Why not give me 20 MG. pills that are prescribed rather than a larger dose?		24 year old male in Western Washington using program(s) EHM*
Support services.	Get more workers as the caseloads are too high per worker.		45 year old female in Western Washington using program(s) CEHMZ*
Everything they do is good.	Some information has not been translated to Vietnamese. It would save me having to ask someone to translate and save the government money.	Thank you.	78 year old female in Western Washington using program(s) AEHM*
I have not dealt directly with DSHS. Went through Skagit Recovery.	No suggestions.		67 year old female in Western Washington using program(s) S*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I was taken care of.	I think they are just fine - they are there for us.		51 year old male in Eastern Washington using program(s) EHMSX*
They have provided medical and DD services.	They need to provide dental care. There needs to be more information about what services are available.	No	25 year old female in Western Washington using program(s) DM*
I appreciate that the social workers that we have worked with genuinely care about the children we have.	Our foster daughter has been in our home for 2 years, I clash with her adoption social worker, and she has threatened to have this child removed. There has been several incidents with her, which result in her threats of removing children. We have never had any issues with any other workers ever. I will be filing complaints on her abusive nature once my adoption has gone through.	I appreciate the services DSHS provides.	35 year old female in Western Washington using program(s) C*
When I need them they are there, and I don't need them that often.	Stop changing the case manager every two years.		34 year old male in Western Washington using program(s) DEM*
The training classes are helpful, and the payment is very helpful since my daughters need 24-hour care.	I need help to get my daughter into a car, get a lift or something, as she weighs 200 lbs.	no	48 year old female in Western Washington using program(s) AM*
DSHS is there, even though I have to jump through hoops. I appreciate having a secondary insurance that covers co-pay. This helps my budget greatly.	Sharing information more clearly and straightforward as to qualifications and benefits. It was hard to know what was covered and what was not. Way too many hoops to get to mental health services. This is not easy when you are already experiencing distress.		12 year old male in Western Washington using program(s) EHM*
The workers are always friendly and are able to help us with what we need.	Nothing.	No	36 year old male in Western Washington using program(s) DEM*
They have some good programs available to help kids.	They had laws that make me ineligible for scholarships, since I was in a guardianship and I think they should be more clear what you may or may not be eligible for ahead of time, so you can plan for your education. They promised that they would pay for scholarship, but when time came because I was in foster care until 15 years and then went into guardianship, I couldn't get a scholarship.	no	19 year old female in Eastern Washington using program(s) CM*
I usually like best how quick they are to get me in for an appointment and get services started.	Not have the phone so busy all the time.		34 year old female in Western Washington using program(s) CEMSZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think they are doing fine.			62 year old female in Western Washington using program(s) AEHM*
They have been very helpful in providing us with the necessary needs.	Eliminate the middle management that eats up so much of the DSHS budget. Provide dental care also.	No.	32 year old male in Eastern Washington using program(s) DM*
I like the communication, and I would like to communicate with them much better. I am glad they are there.	Let me have food stamps when I am in a group home.	Am I allowed to get food assistance in a group home? I try not to eat meat and all they serve is meat.	31 year old female in Eastern Washington using program(s) EHMS*
Nothing really. If I had a choice, I wouldn't deal with them at all, but I don't have a choice, I have to deal with them.	When it comes to child care, have someone available to talk face-to-face to get help filling out paperwork for child care, you have to call and be put on hold for long periods of time, then they aren't there face-to-face to get help. I have had so many problems getting paperwork returned to me over and over and delays getting child care, and then I have to pay out of my own pocket. They should have someone available to help get started with the paperwork as it is confusing.	no	38 year old female in Western Washington using program(s) CEMZ*
	Offer vision and dental especially when I am an going to look for a job. Make options of advocate clearly available. I have had difficulty accessing MH program and did not get sufficient support during intake. I went to the emergency room to get medication and was hospitalized as I could not get an appointment with DSHS staff. It took 2 months to get eligibility for MH service. The Oak Harbor office is very slow. They seems understaffed. The one worker there scares me and I don't want to talk to her on the phone.		53 year old female in Western Washington using program(s) EHMS*
They have provided me with the necessary medication for my medical needs.	Get rid of unnecessary process including paperwork and having to wait 2+ hours to speak to a real person on the phone.	Nope	9 year old male in Western Washington using program(s) DM*
I appreciate that there are resources for people in need.	I think a general questions/information line would be helpful. It would be nice to get through to some person when needed for general information.	no	46 year old female in Western Washington using program(s) CZ*
Not sure, because we don't use them often.	Not sure.	no	44 year old female in Western Washington using program(s) C*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The ability to handle the type of clients that the workers are dealing with. They have provided me with medical and food stamps and rent money so that I have live.	The worker need to communicate with the clients and understand what their situation is.	no	9 year old male in Western Washington using program(s) EHM*
I don't like nothing.	Be available.	no	18 year old male in Western Washington using program(s) CEMX*
I like that I can do reviews over the phone. They help us out and give me what I need as a single parent.	Both letter and phone seems redundant for the eligibility review. The Child support office in Everett is aggressive about collecting child support. Kennewick is much more lenient with "dead-beat" dads.	I am grateful for the help we get. I do not get the runaround.	33 year old female in Eastern Washington using program(s) EHMZ*
They do what they can to see that I can get the services I need.	I live in Dayton, and sometimes I can't afford to get to the office in Walla Walla, It would be better if we had someone available closer to Dayton.	no	30 year old female in Eastern Washington using program(s) CE*
I feel like DSHS has improved over the last few years. I do child care for foster kids and the billings have gotten easier.	Offer more classes on billing.	no	52 year old female in Western Washington using program(s) C*
They are local, I can get to a DSHS by bus.	Offer classes and orientation on what they can help you with and what they cannot. Offer referrals.		54 year old female in Western Washington using program(s) EHMV*
They are trained for kids.	Act quicker, or respond quicker.	no	43 year old male in Eastern Washington using program(s) C*
They are a good place to go to for help.	I would like a better selection of agencies that provide the services.		31 year old male in Western Washington using program(s) DHMV*
The staff is great in our local office.	Figure out a new program so it doesn't take so long to wait to see someone at the office, and make reception hours longer, they cut off at 2pm.	no	25 year old female in Eastern Washington using program(s) CEMB*
I don't dealt with them for years.	Maybe follow up with adoptive parents, we adopted 7 years ago and have never been contacted.	no	36 year old female in Eastern Washington using program(s) C*
The people at the office are really nice and helpful and they treat me with respect.	I don't like the automatic phone system, it would be nice to talk to a real person, and not be put on hold forever.	no	52 year old female in Eastern Washington using program(s) CZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Everyone is there to help. I have gotten lots of quality help.	More restrictions on money that goes directly to drug addicts. (Speaking from experience.) It just goes to drugs. I was hopeless because I wanted to use. I got welfare and used more drugs.	Thank you for all the help. It is necessary to have rules and I respect that I had to follow the rules to get the help. I hope to get off all of the programs when I am fully recovered and get back to my trade. One step at a time.	33 year old male in Western Washington using program(s) EHMS*
I don't know.	Just make it easier to get a hold of someone when you call. I get a different adoption support person every time I call. It would be nice to have 'a' worker.	no	48 year old female in Western Washington using program(s) C*
I have had really good caseworkers.	Help access more funds for programs for the kids.	no	45 year old female in Eastern Washington using program(s) C*
The way you can streamline services and get the care you get.	Not sure.	no	42 year old female in Eastern Washington using program(s) C*
I like how they help families who need food, cash and medical coverage.	Not cut us off medical because we don't want to work with child support.		19 year old female in Western Washington using program(s) EMS*
I like that the yearly review paperwork is the same year after year. It helps me and I don't have to figure out something new.	Have case managers help with paperwork and explain services. I had a hard time getting connected to mental health services. I was turned down because I had Medicare and Medicaid and I have a spend down which causes problems when I need to access services. Answer the phone, reduce time on hold to 5 minutes or less. That would be a vast improvement.		35 year old female in Western Washington using program(s) EHM*
They are very clear about if they can or cannot help you.	Offer the programs to the people that really need them.		29 year old female in Eastern Washington using program(s) EMVB*
If I have a problem, it gets resolved.	Not be so judgmental. When I ask questions, it seems like they have answered the same thing over and over and they act irritated with having to answer me.		28 year old male in Western Washington using program(s) EHMS*
They have provided me with medical and food stamps for my family.	There needs to be more time for interviews in the CSO and needs to have interviews at lunch time or be able to make an appointment for the interview and a just drop in appointment.	No	9 year old female in Western Washington using program(s) EHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
<p>They listen, are concerned about my son. I have quality medical care with educational materials sent to me regarding a condition that I was concerned about. Great follow up.</p>	<p>My son needed glasses but there were very few choices of providers and very limited selection and poor quality. I would have paid a difference for a higher quality. He wears very thick lenses and the style and lenses offered sticks out and makes him self-conscious. We did not get sufficient information about which pharmacy is a DSHS provider. We would like one closer to our home as well. During a mental health treatment at Catholic Community Services they mis-diagnosed [Identifying Data Redacted] and the focus was on medication that he did not need. His primary care physician did not agree that he should be on medication. CCS refused to assist in getting a second opinion. The therapist was very unprofessional in front of [Identifying Data Redacted] and parents. She was argumentative and hostile and yelled at them all in front of the child. There was no improvement for the whole year. We requested a transfer to another clinic. The CCS therapist took a month to transfer the file to the other clinic. Very unhelpful. The supervisor was not helpful either when we made an inquiry. The new clinic held a meet with us and did a wonderful job transitioning him to new therapist and assured us that he was not ADHD. They even had [Identifying Data Redacted] sign the papers so he could feel a part of all of it. They asked us (parents) what we would like in a counselor as well as [Identifying Data Redacted]. We got a great counselor and [Identifying Data Redacted] has been making good progress since. He got a tour of the office and feels very comfortable with him.</p>		<p>8 year old male in Western Washington using program(s) HM*</p>
<p>The services are great that we receive, and the social worker for DD is wonderful.</p>	<p>Not sure.</p>	<p>Nope we are good.</p>	<p>62 year old female in Eastern Washington using program(s) DEM*</p>
<p>The help given to me and my family has helped us survive. I need medication and food and they are there for us.</p>	<p>I think they should help Caucasian families equally. I think there was discrimination because I am white. Answer the phone. Reduce the wait time on hold. I do not want to use up my cell phone minutes on hold. I have been advised to get up and go into the office at 8 AM to go in to speak with someone. That is the best access but not convenient. I do not drive and I have to take the bus to get there.</p>		<p>28 year old female in Eastern Washington using program(s) EHMV*</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The attention that you receive when you request help.	The hardest part for me is that I need an interpreter and they are not always available to help me.	No	25 year old female in Eastern Washington using program(s) CMZ*
They help me out a lot with the kids dental and stuff.	Maybe be a little faster to get a human on the phone for questions, etc.	no	35 year old female in Eastern Washington using program(s) CEM*
The courtesy.	Their phone service -- too difficult to get to anyone.		48 year old female in Eastern Washington using program(s) EHMS*
They get me to someone who can answer my questions.	I only deal with adoption support, can't think of anything.	no	49 year old female in Western Washington using program(s) C*
They are courteous and they seem to understand.	Open medical to more people.		43 year old female in Western Washington using program(s) ESZ*
No comment	In past (14 years ago) when adoption completed, we wanted to adopt another if/when relative of child adoption came up. We were never contacted 3 years later when relative adoption came up we were not contacted, then again 2 years later when another relative adoption came up, we were not contacted again. It would be nice for continuity in cases of relatives of children of adoption came up that adoptive parents could be notified.	no	54 year old female in Eastern Washington using program(s) C*

What does DSHS do well?

What could DSHS do better?

The staff need better education regarding mental illness for children, specifically FAS. They need customer services training and need to know that there are great cultural differences. They are not culturally competent and sensitive to differences. The programs provided do not provide adequate mental health services in regard to FAS. We were referred to FAS center in Seattle and there was one visit and no follow up. There is only one psychiatrist in the valley that can treat my son's disability. There appears to be a lack of resources for this population and this disability. Since services are not located in eastern WA, which requires travel for all appointments, it would be helpful to have competent providers closer to where we live. In addition, we have been treated so badly by the Wenatchee DSHS, that I am hesitant to say anything that would make matters more dire for us. We have already paid a substantial amount in attorney fees to defend ourselves, with no end in sight. We have been discriminated against because of our ages and being Native American. I feel that our case has been about the cover-up of a hasty CPS worker who coerced our children into repeating what she wanted said. When DSHS saw they had made an error they covered it up by rubberstamping the original CPS report onto every single report produced by their staff and their hired experts. The social worker we have had assigned to us is inexperienced, untrained, and uneducated in dealing with the FAS and genetic conditions of our children, she is culturally ignorant and otherwise incompetent, and unskilled, as is her supervisor. The supervisor is rude, overbearing, and quick to anger and is possibly in need of sensitivity training. We also experienced poor treatment in family court, where we were called names and berated for following Native American customs. When we agreed for our adopted son to be placed in a "Therapeutic Foster Home," the state put him in placements with extremely unqualified foster parents, not therapeutic homes. He was moved out of county without our knowledge, and we were not informed when he ran into trouble at the foster home. He is in culturally inappropriate homes; the laws of the Indian Act have not been met in any substantial way. Also, the children we adopted are mentally impaired, and the state has

Additional Comments

Client Characteristics*

11 year old male in Eastern Washington using program(s) CHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>in no way helped them or our family cope with their issues. [Identifying Data Redacted] told us at our first family conference that they offered “No Services” other than removing our children. We have been harassed and coerced by DSHS, the Court System, and the GAL’s (all of whom sit at the same table in court and talk to each other during court) our case has been heard by a commissioner not a Judge. Our GAL, [Identifying Data Redacted], is culturally rude to us and unqualified to deal with our issues – my attorney asked for him to be removed – that has not happened. My husband and I are hard working, upstanding citizens in our community, we do not abuse children in our home, and we do not use drugs or alcohol. We do not deserve to be treated this way. In referring to the Federal Government’s “Reasonable Efforts/Courts” guidelines, perhaps a review of the funding to Wenatchee DSHS should be viewed critically - an audit is in order! The cronyism that exists in Chelan Co. between DSHS, the GAL’s, and the Court is quite exceptional and very eye-opening. In regards to Native American peoples there is a long documented history of the U.S. Government’s mistreatment and indifferences to our families and culture, these issues are very much unchanged in Chelan County: attention to these major infractions would be appreciated.</p>		
I don't have to deal with them that often.	Have live people answer the phones. I only get a recording when I call.		58 year old female in Western Washington using program(s) EHMS*
They provided me with the necessary medical and DD services and also mental health that I need.	Better communication between the clients and the social workers.	No I don't think so.	53 year old female in Western Washington using program(s) DHM*
Nothing.	<p>I usually have to go to a supervisor, to get a response or call back from case worker. The customer service is very cold and official, like they have been trained to say "No,"only unless you appeal, and if your appeal is approved you are treated like dirt, like 'how dare you appeal.'" My wife came down w/cancer, and when requested respite due to this, and the caseworker said, "That is not my problem."</p>	<p>We have been involved w/the system for 22 years, most of the workers have been more than exceptional, in the last 4 or 5 years, the quality of customer services has fallen off the cliff. I don't know if this is a leadership problem, or not, there seems to be no accountability. Me and my wife are both professional people, my wife is mental health counselor, and I am a university faculty member.</p>	54 year old male in Eastern Washington using program(s) C*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The caseworkers are awesome and really care in their endeavor to help the family.	Not try to push people off their caseload just because she turned 18 years old. Specifically I am talking about DD. My daughter is also unable to get food stamps because she lives in our house, but she is required to eat a special diet.	no	18 year old female in Western Washington using program(s) CDHM*
During my college years, DVR helped a lot and they were pretty good. I got more services while in college. I got gas for transportation and it was really nice. I had a good counselor. Medical card is okay.	Right now, my complaint is DVR in Vancouver, WA doesn't have any good counselors. I have a hard time communicating with them. I email and get no replies. I ask for new clock alarm because mine no longer works, and they gave me a vibrating one instead of the light one I asked for. This alarm is worthless to me because it doesn't work. Vancouver DVR is awful. I also have interpreter problems with DVR. I'll be happy when I move.		36 year old male in Western Washington using program(s) MV*
The benefits they give me and how helpful everyone is.	I don't know, they do good.	no	20 year old male in Western Washington using program(s) CEHNV*
They the community.	They could individualize cases so they could empathize with clients individually and treat them as individuals.	They should really divide caseloads, or reduce them so they could individualize them more so that caseworkers could actually talk to the clients in a more individual way.	32 year old male in Western Washington using program(s) CEX*
They answer questions easily and to get help.	No suggestions.		24 year old female in Western Washington using program(s) MS*
They are helpful with my child support and provide me with food stamps.	Nothing. It is pretty good for right now.	No	43 year old male in Western Washington using program(s) ESX*
They are there if you need them, we get food stamps.	I wish the offices would tell us what we qualify for instead of us trying to find out ourselves.	no	41 year old female in Western Washington using program(s) CEMZ*
They helped me with my hospital bills.	Give medical to more people. Raise the standards for people who don't enough to live on can get medical coverage.	Stated that his ex-wife received services for alcohol and/or chemical dependency.	49 year old male in Western Washington using program(s) S*
I like the lady here at our CSO is a very nice person and she really listens and understands. She waited for me to get necessary paperwork and saw me again that day and went out of her way to help me.	They need to improve their customer service in Seattle CSO office. I would like to see more courtesy. I had a worker call me "stupid".	no	49 year old male in Western Washington using program(s) EHM*
I like the lady here at our CSO is a very nice person and she really listens and understands. She waited for me to get necessary paperwork and saw me again that day and went out of her way to help me.	Maybe have a local DSHS office closer to Mattawa. Takes an hour and 20 minutes each way to get to closest office.	no	30 year old female in Eastern Washington using program(s) CM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Coordination of services.	Answer the phone. I cannot get through to a live person at Smokey Point. I sometimes cannot get through to anyone regardless of waiting.		40 year old female in Western Washington using program(s) EHMZ*
I don't.	Get more workers and see people faster.	I want to give props to DVR with helping me with bus passes, classes for doing resumes, and dress for success class and everything they are doing to help me.	55 year old female in Western Washington using program(s) EV*
They have been good to me. They have always tried to meet my needs. It is tough as there isn't enough cash assistance. I am getting aligned with housing.	I need more funding to pay off my court fines. I may go to jail because I cannot pay them.		36 year old male in Western Washington using program(s) EHMS*
Medical plan for my pregnancy and for my newborn.	Their telephone system needs to be improved or replaced so people could get through to a person.	no	23 year old female in Western Washington using program(s) CEM*
The system in Vancouver CSO, you don't have to wait a long time, they see you quickly.	DCS should be available to talk to people.	no	25 year old male in Western Washington using program(s) CEMB*
I appreciate that they improved wait times on phones by offering that a caller could leave a call back number.			44 year old male in Western Washington using program(s) CEZ*
When I get ahold of them they usually help me out with what I need.	The call center makes it hard when you have to be on hold for 40 minutes, cause I am busy at work doing work while I am waiting.	no	20 year old female in Western Washington using program(s) CEHM*
I was pleased with the follow-up after medical service. They called and we did an interview over the phone, and really liked it better than going in person.	They are doing a pretty good job once you get on. It is a hassle at first, but once you get in the system, everything works pretty well I think.		32 year old female in Western Washington using program(s) DEM*
When I need service - they tell me if I qualify or not.			50 year old female in Western Washington using program(s) AEMX*
They help lots of people. I like that they are trying to assist me and my family.	Coordinate services amongst different programs. Communicate accurate eligibility information. The court sent me to DSHS for a specific service and worker was unaware of the availability of that service. Return phone calls promptly. There seems to be a lot of running around that I had to do to get benefits started again.		25 year old female in Western Washington using program(s) CEMZ*
I have always been treated with respect and been extremely helpful whenever I have gone to the CSO. You are doing a great job.			12 year old male in Western Washington using program(s) EHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	Don't take away the help for the poor - 60 months for TANF is unfair.		34 year old female in Western Washington using program(s) CEMSZ*
I like the KIOSK! It reduces the wait and directs people to right department.	Improve handling of paperwork. Reduce clerical errors that costs the state time and money and makes me have to come back again because of errors. Three visits were required in one week to get it right! Lobby is not kid-friendly anymore. I was asked to leave with my kids because there they were getting fidgety after waiting 2 hours. I cannot afford a babysitter. Provide accurate information about service providers that accept payment from DSHS payments. It took a long time and lots of looking to figure out where to go for Mental Health services. I got a giant packet with information. I have glaucoma and cannot read a 20-page packet. I need someone to explain what is in it. I have to go to a clinic to get a referral. The extra steps don't make sense to me. Medical needs to be more streamlined.	DSHS is good for those who need it. The medical was SO important for me!	50 year old male in Western Washington using program(s) CEHMX*
I like the help that they provide for people that need it, like financial help and medical. Otherwise life would be hard.	They are doing pretty good. Maybe they could answer their phone better and call the clients once in awhile to ask how things are going? Check with kids and see what they are doing with their lives. If they are good kids, they would have good input about what is needed. Reward the kids for doing good.		16 year old male in Western Washington using program(s) EM*
They pay for schooling.			24 year old male in Western Washington using program(s) EMSX*
The food stamp program.	No suggestions.		67 year old male in Western Washington using program(s) EHMS*
The fact that they support my family when we are in need.	Quicker response times when returning phone calls.		32 year old male in Western Washington using program(s) CEMSB*
I liked my caseworker that was assigned to my foster son. She was a wonderful advocate for him and our family. She was extremely competent and efficient. I also have had a very positive experience who is our liaison for adoption support - I feel that he treated our family very fairly and was very efficient and competent.	Improve their website - make it more user friendly - make it easier to find contact information for caseworkers in particular offices.		39 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.	Make people feel more individualized, and not such a number or person with whom to deal.		23 year old female in Western Washington using program(s) CEHMSB*
	Listen better to people's needs.		18 year old male in Western Washington using program(s) EMS*
Everyone that I dealt with have been friendly, helpful and made sure I got the services we needed.	Shorter times on hold on telephones! I waited for 20 minutes.		12 year old male in Western Washington using program(s) EHM*
The assistance for the children and how easy it is to get for the children.	Make it easier to contact employers instead of printing extra pay stubs or copies of same. It would be easier to do electronically.		3 year old male in Eastern Washington using program(s) EM*
	I had a very bad experience when I first applied for Food Assistance on Martin Luther King and Graham. My experience was that the DSHS staffer knows if you're applying for a DD client or your grandmother - they are helpful but if they think you are applying for yourself - they are rude. I think each client should be treated as honest and give them some respect and not being judgmental.	Medicaid - if all you have is Medicaid - my primary care physician takes care of my DD son - that doctor has been great. But, my son was injured and needed review by a specialist but my doctor couldn't get a referral to a specialist since Medicaid would not approve it. Apparently, many specialists do not take Medicaid clients. Also, same happened for my son to see a urologist!	42 year old male in Western Washington using program(s) DEHM*
	No one individual at the DSHS offices is accountable.	As a whole, DSHS and it's services are beneficial to me and many others in my community. So, I see their services as a positive.	51 year old male in Western Washington using program(s) AEMV*
They are there when I need them.			60 year old male in Western Washington using program(s) EHM*
I like that they help people who need help for the most part.	I think they could communicate to people their available services instead of just speaking to clients about what the clients ask about.		43 year old female in Eastern Washington using program(s) EHM*
They listen and they help me.			52 year old male in Western Washington using program(s) EHMS*
In my experience, everyone was very polite with no condescending attitudes. They all helped and if they didn't know - they would research it.		It was a totally positive experience.	39 year old female in Eastern Washington using program(s) C*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That there are services available.	They could offer coffee in the waiting area. Sometimes I have to sit and wait for two hours - coffee would nice. Transportation is difficult, especially for first time visitors.	I just feel that the DSHS staff does the best they can with their abilities and what they have to work with. I was confused as to what boxes I should check and the staff didn't offer much advice.	61 year old female in Western Washington using program(s) ES*
The security of having food and shelter and medical.	Hire more people to work there, hire them back, service is slower these days.	I have a laundry list of complaints about 'Sound Mental Health.' It is very difficult to get there, taking the bus. I went there for 2 months to find out they didn't have a therapist for me. Finally, the only thing they have for me is a graduate student that I can see, that is 5 months later. I didn't feel like I was getting any useful help, it wasn't worth it.	46 year old male in Western Washington using program(s) EHMSX*
	Ask staff to be more friendly. Staff look like they are not happy with their jobs, showing anger. [Identifying Data Redacted] is one who always seems irritable. Another worker made a comment about my learning disability. I asked to speak to his supervisor and he hung up on me twice. I finally got a supervisor over the phone and filed a complaint. I did not hear what happened about my complaint. The worker's name was [Identifying Data Redacted].	I cannot reach my Aging and Adult Services case manager. She does not seem to understand me. I have autoimmune disease and they put me on pain meds and made my symptoms worse and I need assistance with ADLs. The case worker lowered my hours for in-home care from 100 hours to 60. I do not understand that my condition is worse and hours were reduced.	42 year old female in Eastern Washington using program(s) AEHMZ*
They do a good job, and help elderly people and sick people.	To continue doing the job they do now.	no	75 year old male in Western Washington using program(s) EHM*
My meetings are right on time.	I don't have anything to say.		59 year old female in Western Washington using program(s) DEMV*
I appreciate medical benefits.	Better customer service and access through the phone. Not getting a live person is very frustrating and I have to call 2 or 3 days to try to get through. I have mental health issues and it is quite difficult to go into the office and wait in the lobby. Restricted calling times makes it more confusing. Dental coverage is only for pulling teeth. I don't like having to have my teeth pulled.	When I try to contact people at DSHS, I would like to reach someone who is knowledgeable and can answer my questions. If I have a case manager, I do not know who it is.	25 year old female in Western Washington using program(s) EHMZ*
Not sure.	Get a better phone service.	no	38 year old male in Western Washington using program(s) CEMSX*
I really like DSHS helping people in need cause I have had time off as I have been sick.	I think it would be good for DSHS to make more money to help more people.	no	15 year old female in Western Washington using program(s) EM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Once they have all the information they are very helpful. They really try to understand and go to bat for me.	When I have an issue, there is a long wait on the phone and difficult to get someone on the phone. They need to be proactive if benefits are going to go away. Make it easier for moms to get child care. I've been trying to get child care arranged and it has been a week entering info into computer and I still don't have it arranged yet. Child care means I can go back to work!!! I want to support my family and work!	Survey completed by mother	7 year old male in Western Washington using program(s) CEHM*
I'm not sure.	When a worker leaves that you would get notification of new or replacement worker.	no	38 year old female in Western Washington using program(s) C*
I like it because they help me a lot. They help me to talk better.			55 year old female in Western Washington using program(s) ADHM*
I love Harborview Mental Health. My primary care is through Pioneer Clinic. It is great! I get in as quickly as I need.	Expand Harborview Mental Health. There is a great need and the services are quality.		46 year old female in Western Washington using program(s) HM*
The caseworkers are really nice and helpful.	Nothing.	no	13 year old female in Eastern Washington using program(s) D*
I like that the caseworkers always answer them or hook me up to someone who can help.	I don't know.	no	86 year old female in Western Washington using program(s) AEHM*
I appreciated my sons DDD, but they could apply the program to his education not just medical.	When they answer the phone they could treat you like a human being, they act like it is their money they are giving away, and they talk to you the same way.	no	16 year old male in Western Washington using program(s) DM*
The fact that it is there. I come from a State where there are no such services.	Maybe answer the phone more often instead of the voice mail. Never know when the call will be returned.		58 year old female in Western Washington using program(s) MS*
It is helpful because of the severity and nature of my daughter's disabilities.	I would like to see them streamline services, for people like my daughter who has been disabled since she has been an infant. We have to provide the same information over and over and over again.	no	21 year old female in Western Washington using program(s) DM*
They get you in if you qualify for the service. They are efficient.	Give info on what services are available for you specifically.	You make my life possible!	42 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 don't have an answer.	Get back to you quicker, don't limit hours to see people.	no	24 year old male in Eastern Washington using program(s) E*
They take good care of [Identifying Information Redacted]. She has a case manager who visits and calls regarding [Identifying Data Redacted]. We have good communication.			60 year old female in Western Washington using program(s) AHM*
I appreciate my mental health case worker. She is thorough and bubbly.			64 year old female in Western Washington using program(s) EHM*
I like my mother's case worker. She is thorough, prompt and pro-active.	We are in the process of changing caseworkers because mom has moved to another nursing home. I hope she is as good as current one. When there is a change I would appreciate a contact from the new worker. It has been 6 weeks and I do not know who is working with mom now.		93 year old female in Eastern Washington using program(s) AHM*
Knowing that my children are getting the care they need.			3 year old female in Western Washington using program(s) M*
It is a good organization.	The mental health counselor is blunt. I need more explanation sometimes.		21 year old male in Western Washington using program(s) DEHM*
There are a lot of good caring people there who are trying to help children. My son had a wonderful CW and good adoption staff. The Medicaid helped us a lot with his numerous medical problems.	The one thing is to be more helpful once we have adopted a child with severe problems and issues. I have spoke with other adoptive parents but most of us didn't know what we were getting into with a severely handicapped adoptive child. I love my child but it has been a lot of trouble. I needed more education and info about these issues! It would be great to have a little respite maybe once per year.	I gave CA low scores was because of my adoption support person. She calls me back but gives me zero support.	13 year old male in Eastern Washington using program(s) CM*
	DD should listen to answers to their questions at annual review. DVR should keep in contact with him and teach him interviewing skills. The community agency that is working with him have not found him a job in 2 years.		23 year old male in Western Washington using program(s) DEMV*
Everything is good.			74 year old male in Western Washington using program(s) AEHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The attention and the services.			7 year old female in Western Washington using program(s) M*
Generally, once an appointment is made, they are nice to you and offer programs and ideas.	Be a little more understanding of people who are rushing from a long distance to make an appointment and not just cut them off. The few sour employees in the offices ruin it for everyone else.		42 year old female in Eastern Washington using program(s) CEHMSB*
Everything is good.	If there is a possibility to help more I would like more help. (Could not be more specific)		63 year old female in Western Washington using program(s) AEHM*
Taking care of my son's needs.	No suggestions.		3 year old male in Western Washington using program(s) DM*
Medical services are good and take care of basic needs.	I am completely dissatisfied with mental health services. There are very limited resources. Huge waiting list at the county provider and a long waiting list at other counties. The quality of mental health services are extremely limited and difficult to access and do not meet the needs of the children who need it to be successful in life.	I feel that the mental health services through Children's need to be expanded so there is not a 3 year waiting list for special needs and syndromes. Private insurance would facilitate being served in 3 months and DSHS waits 3 years. Not fair! Not a progressive approach to child development and health.	10 year old female in Western Washington using program(s) HM*
Appreciate the respect of the individual, the common courtesy. It is very good in our area.	No suggestions at this time.		30 year old female in Eastern Washington using program(s) DMV*
The no contact.	Nothing to suggest. I'm happy the way things are.	DCS - has not had any contact for 10 years. CA - has not had any contact for 7 years. Adopted a child and receive a check each month, but have no contact with staff with DSHS.	59 year old male in Western Washington using program(s) CZ*
I believe I like the fact that they are supportive from the perspective of the children. They are totally focused on supporting the children and advocate for the children.	A more thorough background check on parents!		53 year old female in Western Washington using program(s) C*
We are small town here so the secretary knows everybody and she knows who you are when you go in.	Quicker response from staff and/or telephone calls. We need to know if we are eligible quickly and not a month later.	Judy Warren was an awesome caseworker. Partners with Families & Children in Spokane - they are awesome because they are the only one with a Dad's program for chemical and mental health treatment.	36 year old male in Eastern Washington using program(s) CEHMSX*
They were helpful.	I have tried calling once but it was a long wait - shorten wait time on the telephones.		29 year old female in Eastern Washington using program(s) M*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I have met some wonderful SWs who are very much trying to be advocates for children. Some of the volunteers have been a blessing. Some of the special programs for the kids are a nice gesture. The Adoption Support Services have been tremendous.	Have a live person who can always answer a phone call rather than work through a series of automated choices.	There should be less time with court cases involving children on whether or not to put them up for adoption. These cases drag on far too long with the child caught in the middle. Have no direct contact with CA since the adoption finalized. Get a check every month plus medical aid for the adopted children, so unable to answer many of the questions as current information.	49 year old female in Eastern Washington using program(s) C*
No comment.	No suggestions.		44 year old male in Western Washington using program(s) DEM*
Appreciates the fact that they are there to help him.	Not being able to contact someone. Having to call back.		50 year old male in Western Washington using program(s) DEM*
I like the fact that they provide a lifeline when a person is in crisis which helps keep them afloat.	They should not cut people off assistance after five years. There should be another plan in place.	All in all I think they have a really difficult job managing people and taking care of their best interests. Services for men are really lacking. When in crisis they cannot access financial or medical aid.	62 year old female in Western Washington using program(s) AEHMS*
Being able to speak with his DD case manager when something comes up. She is always very good about returning his call or making a home visit if necessary.	Not to rely so much on the computers. Have more people working at the CSO to assist the people coming in. Not everyone is good with computers.		55 year old male in Eastern Washington using program(s) DEM*
I like that there are different programs and that they work together in one direction to help my mom. They have been very good at helping my mom.	It's hard to decide and say anything. They have been very professional and have helped us so very much - how could I tell them anything? Maybe it would be helpful to have some training to learn how to get on the Internet to do necessary paperwork for DSHS.		75 year old female in Western Washington using program(s) AEM*
Once you get the help it is easy to get services.	It is complicated to get an application submitted. I don't like the automated phone services as I would prefer to talk to a real person. Answer the phone so I can get answer right away. Return calls when I leave a message.	I need chores services to help me. I need assistance because I cannot walk very far and have chronic incontinence. This makes for regular changing of my bed which I cannot do alone. I am told that I do not qualify because I can still get to the tub and bathe myself. The house chores are getting more and more difficult for me. It would be much less expensive to have a chore worker once a week to change my bed and help me pick up than for me to go to a nursing home. HELP!	59 year old female in Western Washington using program(s) EHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They take care of issues right over the phone.	The child day care services have been separated from CSO. It took awhile for the Child Care to get the document because it had to be scanned. It took two weeks for the Child Care services office to acknowledge that they had received the documents.	I think they do an awesome job. They have always helped me out!!! I am now a working mom!	22 year old female in Western Washington using program(s) EHMZ*
The staff are very helpful and courteous.	Answer the phone.		51 year old male in Western Washington using program(s) AEHM*
I appreciate the collaborative and empowering process of assessment through DVR. I sat with the counselor and psychologist and learned about my learning disability. It was liberating and very helpful to learn about. I have a non-verbal learning disability that falls on the mild autism spectrum. I am less vulnerable in social situations.	Include more services so I could participate in DBT group. Even though I was not on Medicaid, I could have benefitted.	Send message about the survey in envelope without a threatening sticker on the front, like "SECOND REQUEST." A little less urgent wording would be helpful. Do not close doors to people just because they are in one service category.	42 year old female in Western Washington using program(s) V*
I appreciate that there is a program that helps people and has helped me. I no longer qualify.	Answer the phone. Reduce the long waits in the lobby. Lower the qualification threshold. I think people who work need help. I make just a little too much money to qualify for food stamps now. This is unfortunate as I am always be on the edge. I go to the food bank. I also work 4 AM to 2 PM. That makes it difficult to access the program.	I appreciate an opportunity to comment on the service I have received.	28 year old male in Western Washington using program(s) E*
I have a great experience with the Adult Family Home. They are fantastic. He was in a previous home where he was not being treated properly. DSHS/AAS investigated. He has become much healthier in this new location.	Keep open line of communication with client and supportive family member. The case manager ending their service did not call back and give me the name of the new case manager as I had requested. I can only get an answer via e-mail. DSHS/AAS investigated and then said it was OK. I had to research new homes and then arranged the move. I got no assistance from AAS in this re-location.		59 year old male in Western Washington using program(s) ADHM*
They helped me when I was pregnant. My medical at my job did not cover maternity. I was able to keep my job and have a healthy baby. When I took time off after the baby, I was able to get support during that transitional phase. Thank you!!!	Offer child care based on income and outgo.		34 year old female in Western Washington using program(s) CEMZ*
I need TANF as the father of my child lives in a different country and does not contribute.	Medicaid and food stamps letters come to my home too late for me to go to the appointment. I talked to someone about it. It helps to ask for an interpreters and then I can talk on the phone with someone and get the problem resolved.		26 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 got my GED through the TANF program. I am grateful for that. I know there is coordinated services and that helps. I have a job now and have medical. They helped me get through a tough time.	I didn't qualify for health care and that was a big missing piece to my recovery. I was a widow and had no other resources.		42 year old female in Eastern Washington using program(s) CEMSB*
Nothing.			59 year old male in Western Washington using program(s) EMV*
That the programs are there to help when needed. I really like the Website.	Change back to local call centers rather than regional. It is almost impossible to reach a person now.	I really appreciate that we have this Medicaid program for the kids. The response to medical equipment is very slow. I know of someone who waited one year for a wheelchair for their child. It took over six months to get a specialized car seat for my son. We waited nine years to get services for our son. Shift from crisis-driven to actually supporting individuals with disabilities. Need to look at how we can support disabled individuals living in the community.	9 year old male in Eastern Washington using program(s) DM*
Nothing.			57 year old female in Eastern Washington using program(s) CE*
The treatment plan is good.			19 year old female in Western Washington using program(s) DM*
I really like when I go into get help with food, and offered information and got me the services the same day.	An easier way to find out the balance on your food card.	no	7 year old female in Western Washington using program(s) EM*
Everybody is friendly and helpful at all times.			49 year old male in Eastern Washington using program(s) DEM*
Medical has helped me and my family with no and low co-pay.	Drop 5 year limitation on TANF. I am unemployed. I haven't work since 2007.		12 year old male in Western Washington using program(s) EHM*
Their desire to help her.	Try to advocate for the Medicaid issues that are lacking.	Cannot get her teeth fixed. Her teeth are really bad but cannot get them fixed with the medical coupon. Also, there is no coverage for eyeglasses.	37 year old female in Western Washington using program(s) DEM*
Services overall.	When calling in, I would like the response to be quicker. Sooner rather than later.		14 year old male in Western Washington using program(s) DEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like my caseworker.	Help parents have a better understanding of what DD services are out there.		13 year old male in Western Washington using program(s) D*
When I call they get me an interpreter right away.	It takes a long time to get someone on the phone, too long.	The doctor I had to talk to in Richland about my son's medical condition, he receives SSI, acted like he thought I was lying, I did not like that.	4 year old male in Eastern Washington using program(s) DEM*
DSHS does well in most areas, except for the intake process.	It is difficult to find a doctor or dentist who will accept DSHS payment. Recruit doctor who would be willing to accept DSHS payment. We no longer qualify for food stamps. We are barely over income as they count my teenage son's income. We have 6 kids. We had to wait a very long time to get my son into mental health services. It was great after he got on meds. He got arrested and then things got taken care of.		11 year old female in Western Washington using program(s) EHM*
They usually work fast when I need something.	Not have us on hold as long as they do.		4 year old male in Western Washington using program(s) DEM*
They are ok.	No suggestions.		25 year old male in Western Washington using program(s) DM*
I like that they are helpful, they explain things, and they are good to talk to.	No suggestions.	DSHS has treated my son very well when he has needed them. We are very satisfied with the services.	49 year old male in Western Washington using program(s) DEM*
The medical care is very good and the doctor's office is great. I appreciate the child care as it has really helped me get on my feet.	I had a hard time getting set up for medical. Too much confusion with communication. Child care was a horrible experience. People at the call center do not know about the programs that DSHS has to offer or the qualification. It cost me \$200 in childcare because details were not covered during the application process. I kept asking if the payments would be retroactive. They said yes, and then it did not. It is very confusing and very difficult when being a single parent, going to school, working and changing hours each quarter and "jumping through the hoops." I had to take medication to cope with the situation.		3 year old male in Western Washington using program(s) EHM*
Just the prompt services and return calls.	Not sure.	no	46 year old male in Eastern Washington using program(s) C*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That services are provided for my son.	A live person answers the phone at all times.	Please answer the phone.	13 year old male in Western Washington using program(s) DM*
They helped me survive.	It just seems like there is a long wait in the CSO offices. If they could explain more what might be offered, it would help clients.	My roof is leaking - is there a referral for that service?	50 year old female in Eastern Washington using program(s) EMZ*
They have really helped us in our time of need. I had to try and get custody of my grandkids so they wouldn't go into foster care.	I have to take time and get in my car and drive down to the office as the phone system is not very efficient as far as getting a response or help by phone, that goes for DCFS, and the mental health division and ESA.	no	52 year old male in Eastern Washington using program(s) CEMS*
They offer help to us. They supply my son's needs.	Provide more transportation for handicapped people.		23 year old male in Western Washington using program(s) DEMV*
The help families who are really in need.	No suggestions.		3 year old female in Western Washington using program(s) DEM*
I suffer from high blood pressure - I go immediately in and they treat me very nicely.			57 year old female in Western Washington using program(s) EM*
They help us a lot.	I don't know, they are good.	no	9 year old female in Western Washington using program(s) DEM*
They help families when they need help.	Have a better phone system, so people could get through. It is very hard to get ahold of a live person on the phone.	no	6 year old male in Eastern Washington using program(s) EM*
I like how they support the people that are in need of help or in tough situations.			24 year old female in Western Washington using program(s) CEMZ*
Finally, the Dept. of Child Support reimbursed me of the amount of money that they deducted in mistake.	Listen to the father's side of the story, instead of always believing the mother's side.	Nope.	43 year old male in Western Washington using program(s) CEX*
Everything runs smoothly year to year.	Physical therapy has been kind of on and off. It would be nice to have more funding for physical therapy.		37 year old female in Eastern Washington using program(s) DEM*
I like getting the things my son needs.	Find him a new job!		40 year old male in Western Washington using program(s) DM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Not so much red tape currently. A little more prompt after getting through the initial wait.	No suggestions.		59 year old male in Western Washington using program(s) EHM*
Nothing. I wish I was not on assistance.	They need people with more compassion at the front desk.	I believe I get lesser medical services from the providers because I am low income vs. someone with money.	47 year old female in Western Washington using program(s) EHM*
They are helpful.	No suggestions.		39 year old male in Western Washington using program(s) DHMV*
I don't know.	Not sure.	no	76 year old male in Western Washington using program(s) AEM*
Client lives in a great facility. She has improved greatly in last 5 years. Mental health services have been critical. DSHS staff are easy to talk to. If they do not know the answer, they give me a name and number of someone who they think can help. They are personable and do not sluff you off. They do not treat any question as an unimportant question.	That you are asking for areas to improve is fabulous.		73 year old female in Western Washington using program(s) AHM*
Knowing what their parameters are.	A book that the financial workers use so I know the logic they use in making decisions.	I am tired of the workers changing the rules with every worker that I talk to. I think that DSHS staff are overworked and don't have time to treat each person as an individual. I would like to have the same financial worker instead of talking to someone different every time I call.	62 year old female in Western Washington using program(s) AEHM*
I received services prior to moving to assisted living and was very satisfied. They really helped me.	Case managers seem very busy, overworked and everything else. Get more staff to help people who have children, not just elders like me. They do well even though they work very hard.	My case manager is great. I like her very much.	90 year old female in Western Washington using program(s) AEM*
They provide help with food and medical.	I'm not sure.	no	6 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 caregivers are awesome. I like all of the staff at DSHS. I think they understand me. I like my financial worker - that may be hard to believe.	Do not like using answering machines. Answer the phone! It is very time consuming and confusing to use messaging system. I do not know the extension of the person I am calling so I cannot get through. The application is only good for 6 months. It is difficult for me to remember to get another application in at the right time. I have to have my daughter help me due to my disability, stroke, paralysis on one side, and brain injured.		46 year old female in Western Washington using program(s) AEMZ*
I like that they help us with food and medical and cash assistance.	I don't know.	no	2 year old female in Western Washington using program(s) EM*
They are there to help me when we need them and have provided us with DD services and medical.	Nothing.	No	20 year old male in Western Washington using program(s) DM*
I knew after my first visit that I was going to get assistance for "my girls" (children of relatives, informal placement). I was grateful. DCS was great after I found them.	It was difficult to find DCS at the beginning. I still don't know where their office is. It is difficult accessing people at the CSO. I had to wait for 2 hours to see someone. I hadn't prepared to wait that long to apply for TANF.	There were cutbacks in the Port Angeles office of DVR. There was no one to greet people or answer the phone. Not good for new applicant.	38 year old female in Western Washington using program(s) EVB*
Nothing.	Hire people that know what they are doing. They need to leave their attitude at the door and not with the client that they are working with.	Nope	31 year old female in Western Washington using program(s) DEM*
They provide a service to become foster parents and adopted two children to give them a family.	I have been dealing with the mental health provider, they could be better at communication with me about my children and the services, the lack of prompt communication response is not good.	no	19 year old male in Western Washington using program(s) CHM*
I appreciate the food program and medical program. I get home visits from Mental Health and they bring my medication.	My food allotment has been reduced over past 8 years. I am losing patience. My Serequil and Dilantin were discontinued and I don't think that was a good idea. I need that medication.		72 year old female in Western Washington using program(s) AEHM*
If you qualify, you get a food card that day, and if you medical you get medical coverage within 24 hours, and they go back 3 months for medical coverage.	In SSA disability benefits is restrictive and hard to get that, and I also think that if a child is in high school, benefits should continue, even if they are 19 years, until the end of the school year for all benefits.	CPS needs a huge improvement. I have had to make several calls to them, it is very frustrating as the complaints they chose to follow up on and the ones they don't when there has been repeated calls in concern for children's safety. I have 3 other children, and my concern for their safety supersedes CPS. i.e. when alcohol is involved or drugs, or adults having sex in children's room while children present, etc.	18 year old male in Western Washington using program(s) CEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The workers are incredible and helpful.	In regards to CPS, their area of opportunity would be 'communication'. There is lack of communication, I was very disappointed how they communication to me.	no	46 year old female in Western Washington using program(s) CEZ*
I'm going to a clinic tomorrow for drug and alcohol treatment. I hope to get a phone number and a place to live.	I am homeless and cannot get the help I need.		52 year old female in Western Washington using program(s) EHMSV*
I don't have anything to say.	I don't know as I didn't have any problem.	no	17 year old male in Western Washington using program(s) M*
I like that they help us with medical for my child, and we have had no problems.	It is hard to call into the office, as they don't want to talk to us if we talk Spanish. I have difficulty speaking over the phone , the phone tells me to dial "9" if I speak Spanish, and when I do, the phone hangs up. When I lost my EBT card, I was unable to call and resolve problem because the Spanish phone services does not seem to work, so my niece called in for me because she speaks English.	no	1 year old female in Eastern Washington using program(s) EM*
The people really seem to care about the clients.	I understand that this takes money, but I wish that they had more activities and day care for my adult developmentally disabled sister.	no	44 year old female in Western Washington using program(s) DM*
You can do stuff over the Internet.	Get back to their clients faster.	no	11 year old female in Western Washington using program(s) EHM*
I like that there are so many resources to change careers in DSHS and they are so supportive for you to do that and to attend school.	They don't ever keep appointments on time, they may run an hour late. But if you are late for your appointment they tell you to reschedule if you are 10 minutes late.	no	30 year old female in Western Washington using program(s) EHMSZ*
Just the help I get.	I wish there was a location closer to where I live.	no	21 year old female in Eastern Washington using program(s) E*
Every time I contact them they always answer my questions - although it takes a long time to talk to someone.	Answering the phone sooner - I've waited up to 30 minutes!		10 year old male in Western Washington using program(s) EHM*
Everybody is very helpful.	Nothing. It has been wonderful. Maybe make our records available on line.	Nope.	2 year old male in Western Washington using program(s) D*
They provide me with Medicaid services.	I don't know.	No.	3 year old male in Western Washington using program(s) DM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided DD, DVR, food stamps and medical for me.	There needs to be more funding so that the clients can get the proper care and needs to live a independent life.	Nope.	24 year old female in Western Washington using program(s) DEMV*
They have provided me with medical, food stamps and mental health services and I am very grateful for their services.	Continue to try and be as understandable as possible to the aid of their clients.	Nope	37 year old male in Eastern Washington using program(s) EHM*
The services that I receive are great, and I am very thankful for the medical and food stamps and residential support that I receive.	Be quicker in responding to the processing of the paperwork.	No I think that's it. Thank you.	64 year old male in Western Washington using program(s) DEM*
I do get an answer on the spot at the office even through I have to wait a long time.	Reduce the wait time to below an hour, please!!!! I just have one quick question, but I still have to wait.		2 year old male in Western Washington using program(s) DEM*
They help me with the medical and whatever I need.	Nothing.	Nope.	36 year old male in Western Washington using program(s) DM*
I couldn't ask for better care for her @ Yakima Valley School.	Not sure.	no	45 year old female in Eastern Washington using program(s) DM*
They have the information I need, and they support my nephew in many ways. The office is close by so I can go there if I have questions or problems.	They could check on clients maybe twice a year to see how things are going, instead of the annual review. Different worker give different answer to the same questions, very confusing. You end up calling over and over and finally getting a person who clarifies a lot of the previous misinformation, at last.	no	38 year old male in Western Washington using program(s) DEHMOV*
It is a necessity. I don't know how to answer this question.	They do a great job.	There have been many cuts on client's monetary benefits, and I understand that the government workers are going to get their 3% increase.	46 year old female in Western Washington using program(s) DM*
The case manager is great in that she shows attention and gest the help that we need.	Nothing.	Nope	49 year old female in Western Washington using program(s) DEM*
They are understanding of the needs that I need.	The yearly visits for DD take a lot of time and questions asked are unnecessary.	Nope	52 year old female in Western Washington using program(s) DHM*
They help me in times when I needed assistance.	They have a lack of communication and availability across the different agencies which is a huge problem.	no	2 year old female in Western Washington using program(s) CDEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with services from DD and medical.	Faster respond time with returning calls and paperwork.	No	10 year old male in Western Washington using program(s) DM*
DDD is fantastic.	Response time for specialty treatment could be reduced.	no	13 year old female in Western Washington using program(s) DM*
no.	Have a better phone service, because I live very far from the office. If you don't catch the first bus to that office, I cannot get into the office because they cut off services at 2PM.	When you apply for EBT card, it takes a long to reach me, and it takes a long time to reapply for one. My services were delayed a long time.	28 year old male in Western Washington using program(s) ES*
They are able to help me with whatever question I have and provide me with the services.	Nothing for now.	No.	46 year old female in Western Washington using program(s) DM*
I don't like dealing with them because I feel degraded.	They could have listened to me better, as there was a huge communication gap which was a totally bad experience for me. They said I was an Oregon resident, which I wasn't, they denied services for this. I went in again and finally cleared up the residency discrepancy, and finally gave me services. It was a huge hassle.	no	32 year old male in Western Washington using program(s) CES*
I like the food stamps the best.	I'm not sure.	no	57 year old male in Western Washington using program(s) EHMS*
I like the fact that the workers are very knowledgeable and provide me with whatever I need and good resources.	Get a live person to answer the phone and provide dental care for the adult handicapped people.	No	19 year old male in Western Washington using program(s) CDM*
Not having to deal with them.	Their communication with each other is not good, as far as between DVR & ESA. One refers me to a social worker, they refer me somewhere else. Does anybody know what is going on? Their communication could be improved. They need to hire more people so you don't have to wait or stand in line so long. There aren't even enough chairs in the lobby for their customers. They could explain things better so we know what is available to you. They don't offer information. Unless you ask, you won't find out about services. The phone system need improvement (110%) - they need more people.		57 year old female in Western Washington using program(s) EMV*
They help me a lot and they know solutions to the problems I have, and give me info and options for my problems.	I'm not sure.	no	3 year old male in Western Washington using program(s) CEMS*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
People are very respectful and understanding of your situation. They don't treat you poorly. They are always very understanding and willing to work with me.	The one thing that I find troublesome is when I call, the lines are busy, and it hangs up on me. I don't know how to rectify that problem. But it is very frustrating and can take me half a day to actually get through on the phone. I'd rather use an automated system because live people are impossible to reach. You need a different way for people to get through.		3 year old male in Western Washington using program(s) DEM*
They treat me like an individual, not a number, and they make me feel like they want the best for my family.	Maybe get a better phone system or have more people answering the phone or returning calls.	no	32 year old female in Western Washington using program(s) EMSZ*
They help the people that need help.	I'm not sure.	no	26 year old male in Eastern Washington using program(s) EMS*
I like it that they are so nice and helpful.			3 year old male in Western Washington using program(s) DEM*
I like talking with my DVR counselor.	More service providers.		24 year old male in Western Washington using program(s) MV*
No comment.	Give more information to foster parents regarding the kids placed with them. Need more frequent updates on the children. I have to ask a lot of questions about the kids to know who they are and what their needs are. Need to inform the foster parents about what is really going on with the children. Frequently am getting wrong information, including the race of the child.		30 year old female in Western Washington using program(s) C*
	Some of caseworkers are demeaning to me. They seem unhappy with their job. It shows in how they deal with me.		38 year old female in Western Washington using program(s) CEHMZ*
They are easy to work with and are reliable.		You guys do pretty good work!	37 year old male in Western Washington using program(s) S*
	They have very long lines in the CSO and long waiting periods. The last time I visited the CSO - the staff person was very rude to me.		6 year old female in Western Washington using program(s) EM*
That the services are there to help.	No suggestions.		21 year old female in Western Washington using program(s) CEB*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that DSHS exists. Something is better than nothing. "A ray of hope", it might help and it might not.	Individualize the service to the person. TREAT PEOPLE WITH RESPECT. Some of us are not dead beats. I have met with disdain, contempt by worker. I had to get an advocate to get proper help. I had very negative experiences with many caseworkers. Sometimes it hurts more than it helps. If it wasn't there, people would have to figure it out for themselves. It is a horrible system, a trap. I am a success story having gone through and come away no longer needing services. It makes me want to cry thinking about what I went through.		7 year old female in Western Washington using program(s) EM*
I live in a small town so access is good here. They know me so I get good treatment.	As an adopted child, major information was withheld from my daughter. She/we found out that she had a sister that was still living after the adoption. The case manager did not tell me as the adoptive parent or her that her sister was living in the same town in a different foster care. It took great effort on my part to reunite the sisters. I had to go to court to get DSHS to allow them to visit. The judge found in favor of me. They could have easily been in contact during the years they were in foster care, but the social workers blocked.	As an adoptive parent there is not good information about what can happen post-adoption. I got a call from a woman that says she is a paternal aunt. What do I do? Should I allow contact? Not sure how to handle this. I'd like some support or information.	16 year old female in Western Washington using program(s) CM*
HEN program is good!	Improve your customer service. Even when I have an appointment I have a long wait! I had one question about food program and then I found out that I had to do a review. I had not been notified. Why were they not combined when I was there for a medical review the previous week?		46 year old female in Western Washington using program(s) EMS*
	I had a long wait on phone for Medicaid question. Increased staff in call center to answer questions.		29 year old female in Western Washington using program(s) M*
The simplicity of it. It was easy to get everything figured out.	More reliable live support -- such as on the phone.		39 year old male in Western Washington using program(s) CX*
I'm glad they are there.	More accessible for people who work and are not at home all day. Make it easier to talk to a live person.		40 year old female in Western Washington using program(s) CEZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
My doctors are very good.	Expand hours that I can call in about medical coverage problems. They screwed up my daughter's medical coverage because her father was reportedly working. I had to send a copy of document proving that he was NOT working. I had to do this 7-8 times and now I have to start over and reapply. My daughter is overdue for her inoculations because of this situation. It is very frustrating when there error and it seems very difficult to resolve.		33 year old female in Western Washington using program(s) ACHMZ*
The local DD SW is very good to work with.	More funding and increase in staff hours or at least reinstate positions that have been cut.		67 year old female in Eastern Washington using program(s) DM*
There are several individuals within DSHS who I can always rely on for good information. I also like their Internet presence.	Staff the financial section adequately.	The agencies within DSHS can make it very difficult to do my job as a guardian when a person is under protected status. The SW acts as though she has a vendetta against the AFH operator and myself. She does not do a good job with the assessments. Seems to engage in harassment toward providers. DVR did nothing to help me. Had to go to an outside vendor who found me a job within a week. DVR did not cancel appts appropriately which caused many miles of unnecessary driving.	24 year old male in Western Washington using program(s) DMV*
I can usually find someone to help me with my questions. I appreciate that it is available. The drug and alcohol treatment program was very good. I appreciate the help.	Make things easier to understand. I'm not always sure where to go if I have a problem.	I'm glad you care enough to do a survey like this. It is an opportunity to vent. But I do not have a big axe to grind. I'm glad DSHS is there. It has helped me a lot. I had a stroke in 2007 and several more after with partial paralysis. I've gotten therapy and have managed to get better with the help of DSHS.	61 year old male in Western Washington using program(s) MS*
They help out a lot to the best of their ability but it is not always what is needed. Budget cuts are contributing to this.	Have longer office hours and better phone access.		62 year old male in Western Washington using program(s) HM*
They always cover his (father's) needs.			88 year old male in Eastern Washington using program(s) AEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that they help people out.	Sometimes things are confusing which requires repeat trips to the office. I had to make 4 trips to the office. I mailed in my review, but did not get my benefit. I had to make 3 trips each time to ask them to activate my card which they said they did. The third time was the charm! Answer the phones! The odor in the lobby and bathrooms are horrid! Sometimes I have to wait in line for hours and it is quite unpleasant.		21 year old male in Western Washington using program(s) ES*
They understand her problems. They help with her medications and food assistance.	No suggestions.		23 year old female in Western Washington using program(s) EHM*
When a counselor was needed this was done through DSHS and has helped her tremendously.	No suggestions.		19 year old female in Western Washington using program(s) CDEHM*
Service is very good and they help me very well.			58 year old female in Western Washington using program(s) AEM*
I like the fact that the services are available.They might not always be easy to understand, but they are there and available. I appreciate that because without them I probably wouldn't be working.	I would say, especially their provider lines are awful. Getting through to a live person is too hard. The qualifications for Medicaid are hard - need to be easier to get and easier to understand. They take a long time to do things - should be able to get services easier.		44 year old male in Western Washington using program(s) AMV*
Client has been able to keep her same primary care physician for 18 years. They have a good working relationship and this is important.	There is no dental care available for client. Client needs regular check up as she cannot clean her teeth very well on a daily basis. I think this is going to become a health issue. Gum disease is a dangerous condition. She is now only eligible for emergency dental services. That is my gravest disappointment with Medicaid.		34 year old female in Western Washington using program(s) ADM*
The services are helpful for people in need.	Eligibility is confusing sometimes. Look twice before refusing. It is difficult to find a dentist who will take DSHS payment. My daughter just given food stamps. The activation process had errors that caused a delay. It still is not activated because I cannot get anyone on the phone to discuss the problem. I left my phone number and no one called me back.	I have been waiting 2 months for an interview for my disabled daughter regarding food stamps and medical coverage. I do not know when I will be called.	35 year old female in Western Washington using program(s) DM*
Client appreciates the options for doctors. There were only two choices for doctors who took both Medicare and Medicaid.	Expand doctor options. It is difficult to get through to the M.D. It takes a month or 2 months to get medication refills. Staff at DSHS have not been a problem.		42 year old male in Western Washington using program(s) DM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
DSHS was helpful in establishing client at the new address and new area.	Please let legal guardian know before switching client to managed care plan. This causes confusion if the current physician is not on the panel of the managed care provider, this can cause a delay in service.		52 year old male in Western Washington using program(s) DHM*
They listen, and pretty understanding to what you need.	The have an outstation office here and they come once a week, it would be nice if they came out here more often.	no	31 year old male in Eastern Washington using program(s) EMSX*
I like that we get help with medical and I am satisfied.	I don't know why we have to do recert for medical when there are no changes. I don't know why we have to be swamped with paperwork if there are no changes. Also it takes a long time to change providers, too long.	no	25 year old female in Western Washington using program(s) M*
It is helpful.	Not sure.	no	18 year old female in Western Washington using program(s) MS*
The support rec'd from WIC has been phenomenal, and also the Medicaid is very helpful.	We met with CA 2 months ago to get our grandkids, as our daughter has to get services in order to get them back. We were told that we could get TANF for these children, we gave app to CA worker on 10-17-12, but DSHS said they never got app until 11-17-12. We were told we will not get TANF for the grandkids by the local CSO, we have asked for respite that we have not heard from CA about that, they made an appoint w/us, and were an hour late, they are not responding to our questions or needs at all. The CA worker did not know about our daughter's upcoming court date, has not processed a respite care request we put in 3 weeks ago for this weekend, we feel like we have been left up in the air about everything regarding taking in our grandchildren.	I am concerned that other grandparents who find themselves in a situation like ours have no income to take care of the children that are just given to them and all their needs.	2 year old female in Western Washington using program(s) CEM*
I don't feel like I am being judged when I go to apply for their services.	I can't think of anything.	no	38 year old female in Western Washington using program(s) CEHMSX*
They help me when I am in need of help.	They could give me a list of doctors or places to get medical services.		60 year old female in Western Washington using program(s) EHMSZ*
They are very helpful.	No suggestions.		20 year old female in Western Washington using program(s) V*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I get help that I need, medical for my children.	I am satisfied with everything that they do to help.	no	1 year old male in Eastern Washington using program(s) DEM*
When we need help for [Identifying Information Redacted] we contact his A & A social worker and feel like he drops what he is doing to help us right away.	I think the workers are stressed and have way too many people to deal with and may not be able to help all people well, they need more employees.	no	28 year old male in Western Washington using program(s) ADM*
The social worker from DD is extremely good.	Maybe be more easily accessible by phone, maybe emergency phone number so you can talk to some one now.	My daughter's DD worker, Ursula Weiss, is the best of the best.	25 year old female in Eastern Washington using program(s) DMV*
They used all forms of communication to contact me, I appreciate that.	Not sure.	no	4 year old male in Western Washington using program(s) D*
We live in a small town, and we have had the same DD worker in the last several years, which is nice.	Not much that they can do about budget cuts. They may call me and give me one or 2 days notice to get an assessment, more notice would be nice.	no	16 year old male in Western Washington using program(s) DM*
That they meet our daughter's needs, through DD, and done in a timely and professional manner.	That I can learn where our help is originating from so I could feel informed.	We really appreciate the services provided for our child, she is really benefiting from them.	3 year old female in Western Washington using program(s) D*
They are very helpful for my sick father's needs.	Make requesting special medical needs easier and more efficient and quicker.	no	63 year old male in Western Washington using program(s) AM*
My caseworker is nice and gives me a lot of information, and does my evaluation on time.	My doctors for my children won't take Medicaid anymore, and my ex's medical is the primary medical, but I need the Medicaid to cover the remainder of the bills. They had this doctor for most of their lives. Answer the phones when you call, they are always busy for days and days, when I leave voicemail they don't return calls. I have sent emails, they don't respond. I work so it is impossible to reach them. They wpm They won't pay for any of my child care needs.	They care giving is not being provided for my son, as they cannot locate anyone to do the special needs care for my son.	10 year old male in Western Washington using program(s) DEM*
I appreciate that DSHS follows up with families with a disabled child. They are responsive to my calls. I get notices in the mail regarding changes in the laws and rules. I appreciate that also.	I was annoyed with the repeat calls about the survey.	I have two disabled kids who get therapy at home. The message left was my maiden name and I disregarded the call as I thought you did not really know who I am. I did not like a message being left for my mother about the survey. In your zeal you upset my safety and security plan I use to keep my kids safe. The multiple phone calls to different names was annoying and confusing.	4 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 have very little contact with DSHS. Medical care has been good.	Increase the amount on food program. All of [Identifying Information Redacted]'s teeth have been pulled because we could not find a dentist that would take DSHS payments. He cannot wear dentures. Sad story!		49 year old male in Western Washington using program(s) DEM*
Client is severely impaired chronic schizophrenic. He could not comprehend these questions. I am glad I could try to answer on his behalf. As long as he gets participation money, he can do things he enjoys.	He does not have enough money for clothes. Pay his co-pays. He has co-pays that amount to \$300 per month. He only gets \$60 per month. He cannot get medical care anymore as DSHS used to pay his co-pays, but not anymore. He has Medicare and Medicaid but insurance premium are prohibitive on his income. His participation money fluctuates so it is unpredictable how much he will have to live on. He has part D but it isn't covering his meds.		65 year old male in Western Washington using program(s) AHM*
I was asked to come in and discuss my step-grand children and their parents. When I met a case manager I did not have to wait very long. They contacted me about my step-grandchildren and there have been some problems. The case manager was asking me about the family matter. They handled the sensitive situation very professionally.		My Lifeline counselor is great. I have really benefitted from their services.	75 year old female in Western Washington using program(s) CS*
I like how they respect me and make sure that my needs are met.	Shorten the waiting by hiring more qualified staff.		26 year old male in Eastern Washington using program(s) HM*
The different programs for teen moms.	If someone calls, to actually pick up instead of getting hung up on by the system.		18 year old female in Western Washington using program(s) CEM*
There are tons of resources. They were very helpful in time of need. The in-patient treatment was awesome.	It is hard to wait 2 hours to see someone.	Lately the services have been awesome because I have been on the right track.	44 year old female in Western Washington using program(s) CEHMSB*
They definitely listen to me. They (DVR) understand my health issues. They are very kind and offer educational information. They explain the services well and how the services could help. They take a customized approach to each person.	The hiring process takes too long. I have been waiting for 5 months to be assigned to a new counselor. The one counselor they hired only lasted a month.		35 year old male in Western Washington using program(s) V*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The situation I was in with my wife was difficult, and they helped us move. The financial services were there for us. I took advantage of the offer of mental health offered.	I felt looked down upon and felt like I was a horrible parent. My youngest step-daughter had to endure medical frustration seeing many different doctors to find one that could treat her. The social worker was helpful in Eastern Washington. In Western Washington but the case manager was NOT helpful. I take responsibility for my part in it. I was stubborn, but I still think they did not handle us skillfully. They made threats, took things out of context and focused on us rather than the needs of the sick child.		42 year old male in Eastern Washington using program(s) CEHMOV*
Certain individuals.	Customer service -- be available to customers. The telephone system is awful. Very user unfriendly.		63 year old male in Western Washington using program(s) C*
Everything.	No suggestions.		48 year old male in Western Washington using program(s) DEM*
Pam Marshall, DDD SW. She is great.	Be easier to understand all the programs.		21 year old male in Western Washington using program(s) DEMV*
I liked that they were there, a good option when we needed to have our daughter seen.	I contacted DSHS regarding teeth braces as her jaw was not forming correctly.		12 year old female in Western Washington using program(s) M*
No comments.	No suggestions.	The budget cuts have been difficult.	19 year old male in Western Washington using program(s) DM*
They are helpful.	Answer mail.		17 year old male in Western Washington using program(s) EM*
Able to get all my answers when I call and ask.	The phone system is difficult.		6 year old female in Western Washington using program(s) EM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like to be able to fill out papers (eligibility reviews) for my mother from home and put them mail them in. That way I do not have to go into the office and stand in line.	Social worker (caseworker in Monroe) who I spoke previously was abrupt, typical state employee who did not seem to be engaged. Now my mom appears to have a new worker. Initially her Medicaid eligibility took a long time and I had to pay out of pocket for her care for the care at the memory care facility. I was told someone was out on leave of absence and there was no one to cover and process our request. Please handle personnel issues so it has less impact on client and their families.	I appreciate that the aid is there. Otherwise, my mother would not be able to get the care she is getting.	89 year old female in Western Washington using program(s) AM*
I appreciate all they have done for the family. I like being able to do things on-line.	Reduce wait time in lobby. Minimum of two hours is common.		7 year old male in Eastern Washington using program(s) EHM*
They are there! They exist!	Do not be so threatening in the way they communicate. It is hard to do the step in the right order in time as life happens. The e-mails, letters and phone calls have a threatening tone. I don't think that the way it is said is compassionate.		34 year old female in Western Washington using program(s) EHMZ*
I now have contact people for each administration. I know who to call for what issues. I now FAX everything to Tacoma Imaging, they then send a message to the caseworker. This is new method. It was at first a hassle, but I now have the system down.	Things have improved about coordinating services. He used to have 2 CSO workers, that was confusing. The number on the back of the Medicaid (Provider One Card)--800 number. I had difficulty getting a live person. Medical bill got messed up with a provider. Once I got ahold of someone, I got detailed explanation and guidance.		44 year old male in Western Washington using program(s) DEM*
I do not know. I am from Vietnam. I do not understand much, but they treat me well.	I do not know.	I'm looking for a counselor that lives on MLK. They said they were all booked. I don't know how to get a counselor. Can you help me? (Referred her back caseworker).	61 year old female in Western Washington using program(s) AEHM*
Good service.			39 year old male in Eastern Washington using program(s) CEMS*
Nothing.	I think they should offer more services to citizens of America - born in the U.S. Have more staff in the DSHS office that speak English.		25 year old male in Western Washington using program(s) CSX*
DSHS has become part of my life since I have had my daughter.			2 year old female in Western Washington using program(s) DEM*
	I had difficulty getting child care app approved on-line. I got very little information in advance about co-pay.		26 year old female in Western Washington using program(s) CEMSX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	I think that stepping outside of the box would be helpful - don't put clients in a box of disability.		40 year old male in Western Washington using program(s) DM*
Not sure.	Social workers getting back to me quicker. I have to make many calls to get through and rarely get a call back.		29 year old female in Western Washington using program(s) AEHM*
Talking to caseworker one-on-one, it is great. Only one time did I have an interaction that was disrespectful, unkind. I get medical services without having to show my card. ESA is great and I appreciate the help.	I can get some immediate help, but I need the big picture help not just temporary assistance. I need career help, like "learning to fish." I had to have teeth pulled rather than filled because dental is not covered. That is a huge problem and a health issue. DCS has high turnover and I had difficulty bonding with new case workers. I did not have information about ex-husband's whereabouts and was asked over and over. I left an abusive husband and it was emotionally difficult. I own my own cleaning business and I got money so I could stay independent. Then they stopped giving the once per year money (\$1500). Now I can only earn \$440. That has limited my income. I learned to budget and run my business and now I am off DSHS. I would have preferred if I was sent to school so I could even do better.		40 year old female in Western Washington using program(s) CEHMZ*
The DVR office moved to Colfax but now come to the facility to see me. My VR counselor is great, but swamped with work. I am pregnant and they are doing great with me with ultrasound, pre-natal care, etc.	I do not feel that the workers at DSHS offices are polite. Caseworker attitude feels like judgments. They act like money is coming out of their pocket. Sometimes they say they can help with a specific item and then say they cannot (gas so I could get to Colfax office). I have known DSHS since I was young and I felt they disclosed information about me to DVR about my life when I was 17 y.o. The DVR job coach was told bad characteristics about me: unreliable, lazy, uses excuses. I felt like that created a pre-judgment that I could not overcome. Molina is difficult to deal with in regard to medication as they have eliminated some of the medications that they used to cover. Too many new rules about hydrocodone. There is a long process about getting refills and certain medications for ADHD. I need dental and now I can only get extractions. I cannot afford the \$500.00 for tooth filling.		28 year old female in Eastern Washington using program(s) EHMV*
Pay a small premium fee for a lot of services.	Better communication -- when there is a change in procedure need to let people know this.		13 year old male in Western Washington using program(s) DM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	I would rather not have to rely on them for services. DVR is a waste of my time. They have not helped me and have been there many times.		26 year old male in Eastern Washington using program(s) AEMV*
The social workers come to visit the client.	No suggestions.		44 year old female in Eastern Washington using program(s) DM*
They don't take a long time to see you for your appointment. They make sure you get the right information to get the help you need.	They do everything fine.	no	29 year old male in Western Washington using program(s) EMSX*
My counselor, Bob Hayes, is incredible, DVR.	Not many counselors in and around Whidbey Island, could use one closer.	no	27 year old male in Western Washington using program(s) V*
Just being able getting the medical help that I need.	Work with me even though I am past 18 and not in my own home.	Is there anything I can do since I am 18 and out of my parents home - is there any way I can get medical assistance help?	18 year old female in Western Washington using program(s) CHM*
On my own I could not find a job, I have a job now with the help of DVR.	No suggestions.		21 year old male in Western Washington using program(s) V*
The services in general.	Not sure.	no	19 year old female in Western Washington using program(s) EM*
They are open, friendly, and quick with their services.	Shorter lines at the CSO.		34 year old female in Western Washington using program(s) EHMS*
There are multiple ways to access DSHS information.	Have the call wait times be shorter when you call in to talk to someone.	no	4 year old female in Eastern Washington using program(s) EM*
They helped me and my family when I did need treatment, it was very successful.	Answer the phones more promptly, so you can talk to a live person.	no	31 year old female in Eastern Washington using program(s) EMSB*
The services received.	Have more live bodies when calling on the phone. Too hard to get through.		68 year old female in Eastern Washington using program(s) DHM*
	Food assistance - for one single occupant, adult - please do not decrease my monthly food assistance amount.	I am a single person. My food assistance was decreased by \$22 per month. This is not fair.	44 year old female in Western Washington using program(s) AEM*
The case managers have all done a good job in providing all the services he is eligible for.	Improve the phone system at the CSO.	He has not had a consistent case manager for DD. In the last five years there has been a big turnover in case managers.	20 year old male in Western Washington using program(s) DEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Most everybody was pleasant and friendly.			4 year old male in Eastern Washington using program(s) EM*
Most of the people are nice there.	To actually know what they are putting their clients into classes and why, they don't tell you why you are going to a class and what it is about, 'WorkFirst' classes. They didn't tell us it was WorkFirst or what to expect.	no	20 year old female in Western Washington using program(s) CEMVB*
I like the fact that they help kids.	They could give more people a second chance. They wouldn't help me get into motel where I am living because I have no other place that will rent to me cause I am young.	no	22 year old female in Eastern Washington using program(s) CEMSX*
The investigators "SWAT" team was amazing. They were the first people to actually listen to me and believe me, and they uncovered everything from my complaints. I was blown off previously.	Fire everybody in child support services. They are all arrogant, unhelpful, rude people. They need to learn to treat people like people. I have had the worst luck with people there. They modified my support payments because "they wanted to", with no justification.		27 year old male in Western Washington using program(s) CX*
The people are friendly, some workers go into depth about your concerns.	The workers could give more information about eligibility for other programs or resources, knowing your circumstances as we don't know the right questions to ask.	no	11 year old male in Western Washington using program(s) EM*
They have helped my family tremendously.	Help in finding a dentist who takes the coupon.		1 year old male in Eastern Washington using program(s) EM*
They are pretty organized, but when you go to the office you have to wait an hour or more because there is so many people. They are helping us.	Better communication, we get letters and when we get them it is too late to take action. They make it too hard for people to stay on, too much duplication. My son worked for a year, and he got cut of SSI, then he went to Harborview and to the Swedish, and it took a while to get him back on SSI, he wanted to kill himself, he has schizophrenia.	no	30 year old male in Western Washington using program(s) EHM*
I get a live person on the phone.	No suggestions.	Have not lived in Washington State for about 15 years. Have dealt with an Interstate adoption contract.	47 year old female in Eastern Washington using program(s) C*
Not sure.	It is good Medicaid services.	no	19 year old male in Western Washington using program(s) HM*
The customer service once we get through to someone.	Improve the wait time on the phone.		18 year old male in Western Washington using program(s) EMX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The courtesy.	The wait time on calling.		53 year old female in Western Washington using program(s) EHMSZ*
They are there to help if you need it.	Get more people to work for them so you don't have to spend 3 hours in the office when you go in.	no	32 year old female in Eastern Washington using program(s) CEHMSB*
That eventually you get help.	Getting ahold of them via phone is extremely difficult.	no	5 year old female in Western Washington using program(s) EM*
I don't like dealing with them.	I think they should continue with the grandparent grant program. I know that it's so important when grandparents need to take in their grandkids and are struggling with bills and medical of their own. It's important that grandparents can get the help they need for their grandchildren's basic needs.		53 year old female in Eastern Washington using program(s) CEZ*
The people are usually nice and I get in and out quickly.	Maybe have more staff.		20 year old female in Western Washington using program(s) EM*
Two ladies at the CSO-food assistance office are very nice - super nice. Some of the others look crabby but I don't deal with them.	Hire more people like the two nice ladies in the CSO office in Bremerton! One lady with long hair and glasses - she is always friendly. The other lady has short brown hair and glasses - she is good also!	CPS - if they are going to do allegations - they should investigate them better. The situation was not explained to me well and I suffered as a result. They said it was my job to disprove the allegations - how do you disprove gossip?	48 year old female in Western Washington using program(s) CEX*
I guess they do take care of the problems eventually.	I think they should have more staff involved in the office to help folks visiting frequently.	CPS - I feel like they have too much power and I think the things they are allowed to do legally have gone far beyond just protecting children and sometimes are damaging to the children. I think they abuse their power way too much.	29 year old male in Western Washington using program(s) CX*
Short lines and they help you as soon as possible.	Send everyone that was not born in the U.S. out of our country. Every time I walk into CSO all I see is Hispanic people.		34 year old female in Western Washington using program(s) EMSV*
I like the Social Workers.	Call back within 24 hours.		18 year old female in Western Washington using program(s) CEHM*
DD have helped my daughter the most and I've appreciated all their help.	It's hard in these economic times, there's just not enough money.		29 year old female in Western Washington using program(s) DEMV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
There is nothing good about having to rely on welfare, but I'm glad it is there for me and my daughter.	Get more eye doctors that accept DSHS combing exam and eye glasses. Shorten wait time in lobby at the CSO. More staff?		43 year old female in Western Washington using program(s) EMS*
I appreciate their willingness to pay for methadone.			56 year old female in Western Washington using program(s) EHMS*
Fast service.	No suggestions.		28 year old female in Western Washington using program(s) M*
They have really helped [Identifying Data Redacted] with mental problems, especially with medication.	[Identifying Data Redacted] can speak English, but I (mom) need to be involved to explain things to the worker. Sometimes the interpreters are all busy.		19 year old male in Eastern Washington using program(s) EHM*
I like that if in an emergent situation, they get me in for an appt quickly.	Need better phone service.	Need better dental coverage for children and adults. People can't get jobs because their teeth are so bad. Especially need help with extractions and dentures.	31 year old female in Western Washington using program(s) CEMSZ*
I like that DSHS exists. I am happy that they are easy to access. The lines are not as bad as they used to be. I can do a lot of business over phone so I don't have to go into the lobby. I can do my reviews over the phone. That saves me child care expense and stress of taking the children with me.	I have to be in the office at certain time to be seen. Even if I go early you cannot leave the lobby after you have checked in.		33 year old female in Western Washington using program(s) EMSZ*
I am not just another number when dealing with staff. Staff actually do take time to get the help I need and the correct information. DSHS picked up the ball when VA dropped me.	Work hand-in-hand with Military One Source.	It would be good if DSHS had a special unit that deals specifically with returning Veterans.	35 year old male in Eastern Washington using program(s) S*
To know that there is help available.	Provide more skilled employees. Not enough staff to do the job.		16 year old female in Eastern Washington using program(s) CDM*
That they help with food assistance and I appreciate the help.	The child care is my main thing. It is difficult to get the help with this item.		28 year old female in Western Washington using program(s) EMZ*
I really like that I don't get any more paperwork and that everything is in the system. No more paperwork.	Send me more money!		59 year old female in Western Washington using program(s) EHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	Survey caller was quite pushy. I thought it was mandatory. I did not like the messages being left. How did you get my cell phone? Take it off the list as I get in trouble for getting calls at work.	Survey caller was quite pushy. I thought it was mandatory. I did not like the messages being left. How did you get my cell phone? Take it off the list as I get in trouble for getting calls at work.	10 year old male in Eastern Washington using program(s) HM*
They are courteous and they take care of your needs.	Return phone calls are slow. Improve the promptness of return calls.		30 year old male in Western Washington using program(s) CEMX*
They provide me with a good understanding with their letters of service and if you don't understand it you call them and they explain it.	Nothing. I don't know.	Nope	54 year old male in Western Washington using program(s) DM*
I have never had any services from DSHS.	Nothing.	Nope	67 year old male in Western Washington using program(s) C*
I appreciate free condoms in the bathroom.	Increase the amount of food stamps for homeless people.		42 year old male in Western Washington using program(s) EHMSX*
Most of the time the staff are really nice. They answer my questions and make it really easy.	Maybe hire more staff so wait time isn't so long.		22 year old female in Western Washington using program(s) HM*
I think it is quick professional help whenever I have a question - very courteous too.			45 year old male in Western Washington using program(s) C*
How friendly they are.	More literature.		22 year old male in Western Washington using program(s) EHMX*
I don't like to work with DSHS.	He has to go to Dr once a year, it is really hard to get into Dr. and they tell us that DSHS doesn't pay for it and I feel like the Dr office, they try to push us away, like they don't want to see him. The Dr. is nice, but the workers tell us DSHS won't pay. Also, for dental, he is on SSI, but I have to pay for dental, out of my pocket (brother/caregiver) for all his dental, he only gets \$600 a month.	no	31 year old male in Western Washington using program(s) DM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Office is close by.	I don't really know who is in charge of amounts you receive in food stamp services, I don't feel like they take into consideration all your information to determine the amount. I was only eligible for \$16 a month. I am financially challenged even with having employment, but I felt like the amount I was eligible for was an insult.	no	37 year old male in Western Washington using program(s) ES*
I don't.	I got a lot of medical issues and am on a high amount of narcotics, they pushed me through DASA to see if I was depending on my pain drugs. My doctor says I have to take these drugs the rest of my life, and DSHS keeps trying to find a way to cut me off.	no	29 year old male in Western Washington using program(s) EMS*
The worker I met when I first applied was nice, but have had no contact since.	I don't know.	no	65 year old male in Eastern Washington using program(s) EMS*
I always get a nice and helpful operator when I call the office.	They could reduce waiting time on the phone.	no	18 year old male in Eastern Washington using program(s) EMS*
Food stamps.	I think full time students should be able to get food stamps, I don't understand why they can't. It doesn't make sense to me.	no	24 year old female in Western Washington using program(s) ESX*
I don't know.	Answer the damn phone, they have a recording and you can't get through, you can call all day.	no	64 year old male in Eastern Washington using program(s) EMS*
I don't know.	Nothing I can think of.	no	47 year old male in Western Washington using program(s) ES*
You have a caseworker and a case manager, they are there to answer your questions.	Don't know.	no	47 year old female in Eastern Washington using program(s) ESZ*
I like that I can go to the CSO as a walk-in and meet with them and give them the paperwork and get services. I procrastinate, but they are always helpful.	I think having a phone number related to a specific topic for me to call to get questions answered. The automated system should break it up into categories. Like my spend down, I never know when I'm covered or not and I'd like to be able to find that out. Phone system needs better/more options for solving specific problems.	DSHS used to cover medications. I wish they would still cover them. I need those medications. It hurt a lot of people when they stopped coverage of pharmaceuticals.	32 year old female in Western Washington using program(s) EHMS*
They help me with my medication.	I don't know.	no	40 year old male in Western Washington using program(s) EHMS*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I appreciate what our son gets.	I wish there was more that they offered for children like our adult child. If DVR could have helped him get a job.	no	25 year old male in Western Washington using program(s) HMV*
TANF is a good program.	60 month limit for TANF is too harsh.	DSHS can only do what they are allowed to do.	2 year old male in Western Washington using program(s) CDEM*
DSHS does good work with essential services.	Provide dental with low co-pay so I could afford root canal or gum disease. I needed an MRI for my knee and I will have to find a way to pay for it. Please return calls within 24 hours. Hire more staff and help staff be more engaged in their work so they seem happy to work with us.	Please support citizenship pathways so children of "illegal" individuals who need care can get services.	42 year old female in Western Washington using program(s) EMZ*
I like the health care worker that helps [Identifying Data Redacted].	Get rid of the HMOs.		17 year old female in Western Washington using program(s) DM*
The people are right there for us.	Not sure.	no	31 year old female in Western Washington using program(s) ADEHM*
They talk to me a lot if I have problems and they help.	I think there should be more programs for over 18 services. When one is under 18, there are more services available.		20 year old female in Eastern Washington using program(s) CM*
I always get what my family needs through DSHS. I like being able to do my application review for food stamps over the phone. That is very convenient.	I would like that DSHS to always be supportive or "on your side." This is an important quality. I know economics are changing, but help will continue to be needed by some. Please be there.		15 year old male in Western Washington using program(s) EM*
They help you right away, they give you food stamps right away.	They are doing good job.	no	39 year old female in Western Washington using program(s) EHMZ*
They are personable and they make medical care easily accessible.	Provide a list of medical providers that actually accept the DSHS medical card - doctors in my area.		15 year old male in Western Washington using program(s) M*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
<p>Thanks for at least giving me a food card, but my taxes paid for it anyway. I earned it and I really don't like about DSHS. It's a difficult process to do anything with them, and it has caused my family much grief. My family is my most important thing, and if you cause them grief, it makes me not like you very much.</p>	<p>I lost my EBT card and the replacement never came when I reported it. I had to take time off work to go to the office and pick it up. I can never speak to the same person twice. It is very annoying and I never get a clear answer. My ex-wife got letters from DSHS that were very threatening. I've filled out the same paperwork more than 3 times because they lose it over and over. When I pay the support money, DSHS keeps the money and waits to give it to her. She needs the money TODAY - and you wait to give it to her. That's not fair, you are earning interest off it when you should be giving it to her.</p>		<p>38 year old male in Western Washington using program(s) CEX*</p>
<p>They were very helpful with foster children I was caring for. I appreciate their willingness to help. I have asked behalf of others and gotten very good service. The CPS office was very helpful trouble-shooting with a child returning to her birth parent. It seemed everyone who answered the phone seemed quite knowledgeable.</p>		<p>All of the case workers in ESA, Medicaid and DD have been wonderful. I take care of foster children, and adopted 3 children and received great services all along the way. We would not have been able to adopt our 3 children (through CPS) if it were not for the great "walk through" on all of the steps in the process.</p>	<p>50 year old female in Western Washington using program(s) CZ*</p>
<p>I like that they help us with food stamps and cash.</p>	<p>I can only go to school for a short amount of time and receive support with day care. The list for options for educational programs should be more expansive as well as time allowed to receive day care.</p>		<p>24 year old female in Western Washington using program(s) CEHMSB*</p>
<p>We only needed services for a brief time (months) when we first moved to town.</p>			<p>30 year old female in Eastern Washington using program(s) E*</p>
<p>Overall the DD case managers are conscientious.</p>	<p>Some case managers at DD are "not on the same page" as others. Greater consistency in the quality of service from DD case managers would be helpful. I have argued with one case manager for 3 years about level of care. The yearly assessment results in lower pay when circumstances have not changed. This is puzzling and difficult to deal with. It seems unfair and it seems to be a lack of awareness on the part of the case manager as to the care that is needed for the client.</p>		<p>33 year old female in Eastern Washington using program(s) DM*</p>
<p>They are doing good.</p>	<p>Government process slows things down. Improve communication between divisions.</p>		<p>37 year old male in Eastern Washington using program(s) EMX*</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that my family got help when I needed. They were helpful and understanding, more so than 7 years ago. They seem caring and are personable. (Father speaking on behalf of son.)	The on-line services were a little difficult. The caseworker also had difficulty entering information into the computer program. She had great difficulty entering data while I was sitting in the office with her.		12 year old male in Western Washington using program(s) HM*
They are there for me to help me with my child.	In my case, it would be to outline what is available to us more clearly. We are in the dark about available services.		37 year old female in Western Washington using program(s) C*
I appreciate the help when nobody else can help with food stamps and medical.	I don't like the roundabout on answering questions. They say they will get back to me and they don't. I am phobic to using the telephone so it makes it quite difficult to get information. It is due to my anxiety disorder. I am also anxious sitting in the waiting room. I am fearful of crowds. I would like to have a more private waiting area.	My husband is applying for SSA benefits. He has mental health problems. It has been a year since he began medications. DSHS said that he might be eligible but needs an evaluation. He is expected to pay on his own. He is falling through the cracks and it is upsetting. He was granted SSA benefits, but in the meantime, he is not receiving any benefits. She is supporting him in the meantime.	38 year old female in Eastern Washington using program(s) EHM*
They have some good people to work with.	Better communication, when people go on vacation the person replacing them doesn't know what you are talking about, and they make you feel like you are imposing on them.	A restraining order was put on [Identifying Data Redacted]'s mother, and she has to have supervised visits, it is very hard for her and her mother. They are trying to get more hours for [Identifying Data Redacted] to see her mother through court.	22 year old female in Western Washington using program(s) DHMV*
My wife handles these things.			42 year old male in Eastern Washington using program(s) E*
They help me with everything I needed help with, child care, food stamps.	I don't know.	no	32 year old female in Western Washington using program(s) CDEZ*
They are nice.	Just be quicker on the phone, etc.	no	39 year old male in Eastern Washington using program(s) CEMSB*
I like that different sections work together better than 5 or 10 years ago.	Improve your "bedside manner". The workers seem like the money is coming out of their pockets. They are judgmental about my history. The ones who have been there a long time seem grumpy and burned out.		22 year old female in Western Washington using program(s) EMS*
They do make sure that I get my child support.	Have staff return calls within 24 hours.		37 year old female in Eastern Washington using program(s) Z*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that they try to keep up on collections. They track down absent parents.	Improve the phone service.		33 year old female in Western Washington using program(s) Z*
They always help me even when they are rude. I appreciate the help.	Nicer staff at the CSO.	I have not had any contact with DCS. They are supposed to collect support from the father of my child, but I have not spoken to anyone from that department.	19 year old female in Western Washington using program(s) EMZ*
	Move people in and out of CSO office more quickly.		26 year old male in Eastern Washington using program(s) EMSX*
Living in Seattle that they are willing to help when necessary. It gives some security.	Investigate fraudulent situations more.		66 year old female in Western Washington using program(s) EZ*
They helped me get the services I needed for my child.	Better access to a live person.		42 year old female in Eastern Washington using program(s) Z*
Usually they call back within 24 hours and explain things to me.	No suggestions.		22 year old female in Western Washington using program(s) EHMZ*
The fact that they are there to help.	The 60 month limitation is hard on people, especially when there is illness or surgery involved.		34 year old female in Western Washington using program(s) EMZ*
Staff do a great job assisting people quickly. I am blessed to have such services. Most other countries in the world do not have this kind of assistance.	Assist people with rent for one time only even if I don't have children.		24 year old male in Western Washington using program(s) DEMV*
The medical coverage, the food stamps, the child support. I've had medical problems and the medical coverage was very helpful.	Increase the food stamp allotment.	I really appreciate the help.	37 year old female in Western Washington using program(s) EMZ*
Helping me and my family get assistance. When we don't have income, they raise our food stamps. The medical assistance has been very helpful.	No suggestions.		32 year old female in Western Washington using program(s) EMZ*
They are always very kind and courteous.	Shorten the wait times in the CSO.	I am very thankful for the help we have received for our grandkids.	64 year old female in Western Washington using program(s) EZ*
My most positive experience was the Work Source program.	I had to use a computer last time I was there and it would be nice to have a bit more of personal service.		43 year old male in Western Washington using program(s) MX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I haven't dealt with them that much.	They could get rid of some other people who are just here who work in the fruit business (the office is full of people and bunches of kids every time I go there, I just don't want to mess with them).	no	76 year old female in Eastern Washington using program(s) EMZ*
I think they have done everything well.	I don't know.	no	51 year old female in Eastern Washington using program(s) Z*
Never had to deal much with them.	I see an awful lot of grade school children that aren't taught safety regulations by their parents - I see it at the bus stop in front of my home.		78 year old female in Western Washington using program(s) Z*
Nothing.	They could check reported information by confirming the circumstances of the 'other parent' before taking action as my ex conspired, lied, cheated to look needy and ended up, I, on my disability income, was going to have to pay child support.	no	58 year old female in Eastern Washington using program(s) Z*
They usually pretty quick about finding the other parent. I raised grandchild.	I don't know, they are doing all they can.	The 2 caseworkers I have are really good and on top of things.	51 year old female in Eastern Washington using program(s) Z*
Most of the people I worked with were compassionate and caring, but not all of them.	Have the different services work together, it is confusing as they are located in one office but they don't always work together.	no	26 year old female in Western Washington using program(s) CEMSB*
The support that they offer for kids, but I haven't received any response yet.	That they would return calls when I leave a message.	Why has it taken so long to get an answer from DSHS when I have seen other people get a response much quicker than I have?	37 year old female in Western Washington using program(s) Z*
The support for medical and the food assistance.	Increase GA benefits back to original amount.		47 year old male in Eastern Washington using program(s) EMSX*
Don't know.	Some of the staff seem to need to be a bit friendlier. The receptionist staff are rude!		41 year old female in Western Washington using program(s) EZ*
The turnaround in getting paperwork in and actions in front of the judge was a lot quicker than I expected.	Not sure.	no	46 year old female in Eastern Washington using program(s) Z*
I would rather not deal with DSHS.	I just got child care, but it is almost impossible to get it, because of all the information they want, and kept going back and forth, but it went over the 30 days time limit, so I didn't get the child care.	no	36 year old female in Western Washington using program(s) CMZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That I can do most everything over the phone.	Communication in all divisions could be improved in my experience.	no	30 year old female in Western Washington using program(s) EMZ*
They were there to help, and I always had a good attitude when I went there and was always received with a good attitude.	Not sure.	I have dealt with DSHS off and on for the last 14 years and they have provided a great service for me.	43 year old female in Western Washington using program(s) EZ*
	Process service requests much faster!		32 year old female in Eastern Washington using program(s) EMB*
Nothing.	Answer the phone with a real person.		32 year old male in Western Washington using program(s) X*
	I would like DSHS to broaden their provision of transportation for people to go back and forth to their appointments. Right now, they only have one service - Hope Link - here in WA. Make it easier and have more providers. With all of background checks going on - people caring for other people. If a person has been caring for a particular person for 15-20 years, some of the rules regarding close family members providing care should have some latitude in them. I know one person that cared for someone for years and then DSHS found some violation that occurred about 20-25 years ago and required a new caretaker.		38 year old male in Western Washington using program(s) EM*
They have been very helpful with our case.	I don't know.	no	41 year old male in Western Washington using program(s) B*
I liked when you could renew the medical over the phone every six months.	Have people that work at DCS answer the phone or return calls, at least know who your worker is, it changes so often. You cannot establish a relationship with someone as the worker changes so often.	no	40 year old female in Western Washington using program(s) MZ*
Don't know.	It would be nice to have a time frame of when to expect return calls, so I wouldn't have to be by the phone all day. I did not feel supported by CPS. I have a teenager, and he was in an accident w/my ex when he was drinking, I felt like they should have been in court with me to try and get protection for my child, my son did not want to go to his Dad's because of the drinking. But there was no DUI citation given at the accident as he left the scene.	no	57 year old female in Eastern Washington using program(s) CEZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
It is simple.			32 year old female in Eastern Washington using program(s) Z*
They are very helpful when you need it. And, they give you the options that you need to have and help you as much as they can.			29 year old female in Western Washington using program(s) EMZ*
That I can get some help.	Help the people that try and can't make it rather than the people who want to stay on DSHS services forever.		29 year old female in Western Washington using program(s) EMZ*
They are prompt to get me my medicine and food stamps.	I have to hold on the phone for 35 to 45 minutes before I can talk to anyone.	no	53 year old male in Western Washington using program(s) EHM*
Without the services, we would not be able to make it month to month.	Medical: Being a family of six, we make \$150 too much to qualify for adult medical and the fact that the only garnishments that are recognized are child support and alimony. We have \$400 a month taken out that we don't see that gets counted against us. Child Support: I have one father pays consistently and one father that apparently is in the state of Georgia - DSHS cannot garnish him - Georgia has to take the actions. Nobody seems to be able to find the Georgia father.		38 year old female in Western Washington using program(s) EZ*
Once you get to the counter, it is easy to get your stuff done.	The waiting is a big problem, in the office. When I call in, the message says "All our operators are busy, try again." If I fax something it always gets lost, then I get a letter saying I'm kicked off.	no	26 year old female in Western Washington using program(s) EMZ*
I don't like to deal with DSHS.	Probably put more staff in the office and to answer the phone.		37 year old male in Western Washington using program(s) EX*
I like that they are pretty attentive about giving information to me or on the phone, especially regarding the mail.	Maybe not have their office so dreary! I hate going there.	I have appreciated the food assistance while I was going thru hard times - I took myself off it after I did not need it anymore. Thank you!	41 year old female in Eastern Washington using program(s) EMX*
They have good resources and we have special needs children.	Be able to talk with a person more quickly. It is difficult to get a live worker on the phone to answer a critical question.		55 year old male in Eastern Washington using program(s) EX*
They help me with any needs that I request.	Not for sure. Don't know.	Nope.	53 year old female in Western Washington using program(s) EHM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are easy to access.	Give people medical and dental coverage.		52 year old male in Western Washington using program(s) X*
No comments.	No suggestions.		58 year old male in Western Washington using program(s) EMX*
They have provided me with financial and health benefits and also food stamps.	Better mental health care providers.	Nope	34 year old male in Western Washington using program(s) EHMSX*
Absolutely nothing.	Leave me alone.	I have overpaid between Washington and Wyoming over \$40,000.00 and neither state will give me an accounting of where my money went. I have a hearing pending.	51 year old male in Eastern Washington using program(s) X*
The convenience.			54 year old female in Western Washington using program(s) AEHMZ*
Nothing.	No suggestions.		38 year old male in Western Washington using program(s) X*
They are very helpful.	They are doing good.	no	43 year old male in Eastern Washington using program(s) EX*
They do provide services for people in need.	CSO staff are not very empathic and I feel I get talked down to quite a lot. Need to improve interpersonal skills.		30 year old female in Western Washington using program(s) EMX*
It has been great to be able to communicate with DSHS with the computer or the phone.	The workers need to be more aware of what other resources are doing.	No.	50 year old female in Western Washington using program(s) EMZ*
The quality of the personal contact is good. I appreciate that.			56 year old male in Eastern Washington using program(s) EMX*
Most of the staff are pretty friendly and helpful.	Make their information a little more helpful off their web page. It tends to be clunky -- hard to navigate.		40 year old female in Eastern Washington using program(s) X*
The people are friendly and helpful.	On Interstate cases, they could work a bit more closely. Inter agency cooperation could be better.	I just want to say thank you to all the staff who helped me with my support case.	37 year old male in Eastern Washington using program(s) X*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are willing to help when I have questions.	Answer the phone. When something changes about our case, call us or send us an email. Put in documents on the Internet for people to fill out for auditing.		27 year old male in Western Washington using program(s) X*
	I live in Pennsylvania, my parental rights are very limited. My kids are in foster care and my mother has been denied placement in her home. There appear to be no grandparents' rights. There have been court dates for which I have not been notified. Decisions were made without my knowledge or approval.	I have not had a chance to see my daughter. I would be on a restrictive visit when with them. I was incarcerated. I did not harm the children. The mother of the children has had them placed in foster care. I have no legal issues with Children's Services. I am being blamed for [Identifying Data Redacted]'s mistakes. I would like to be able to see my children without going through a bunch of classes. I cannot even speak to them on the phone. The foster parents have not expedited phone contact. I believe they have prevented my contact with them because of my conviction history. I feel like I have no rights as a parent. I was a previous drug addict, but I am clean and sober now.	29 year old male in Eastern Washington using program(s) CX*
I don't, it's embarrassing.	I don't know.	no	46 year old male in Eastern Washington using program(s) Z*
It is easy to go down and apply and get benefits.	I would like more food program support. We live paycheck for paycheck. We both work and are trying to support the family. We had a 6 month review scheduled, but I didn't bother to do it as I know we wouldn't qualify for more than \$40. We were getting ready to get married. He picked up a third job, so I knew we wouldn't qualify.		28 year old male in Eastern Washington using program(s) EX*
They answer the phone.	The people I talk to on the rude, most of them are rude.	no	28 year old female in Western Washington using program(s) MZ*
The have a lot of compassion from the workers, they even gave us clothing vouchers, they bent over backwards to help us when we had our grandkids.	It's a catch 22, cause sitting in the office waiting to be seen. Maybe more employees.	no	51 year old female in Western Washington using program(s) Z*
Nothing.	Take a look at everybody's situation thoroughly, and consider all of their circumstances.	no	55 year old female in Eastern Washington using program(s) Z*
It is quite straightforward and easy.	Change the laws regarding paternity when the child is not the husband's.		48 year old male in Eastern Washington using program(s) X*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Not dealing with them at all.	Get courteous people to work in the offices, have more efficient, knowledgeable workers who know eligibility and rules, and let you know each available resources, (i.e. special programs, or vouchers you may qualify for or the general knowledge of what you could apply for).	They need to revamp the whole program, they should make it more about the people. They should bring in people who have rec'd services for a long time and hear some constructive criticism.	26 year old female in Western Washington using program(s) EMZ*
DSHS helped me not to have to deal with the ex-wife. The staff do their job!	Be more considerate of non-custodial males. I feel that I was assumed to be a "dead-beat" dad by staff worker. I've always paid ahead or on time. I did not like their attitude which seemed prejudicial. I feel bad already. I now have full custody of the children. I paid child support for 5 years to her. Now my ex-wife will not pay child support to me and she earns more than me. Go figure.		53 year old male in Western Washington using program(s) X*
They are helpful.	No suggestions.		33 year old female in Western Washington using program(s) EMB*
I like that DSHS helped us at an important time. They helped my wife realize that she needed to do more to take care of our daughter. She is mentally disabled.	Make people aware of counseling options. My wife and I need assistance with our daughter. I am fearful that with the cutbacks, we won't qualify. I'm not sure who to ask.	I would like to get information about more services for people with disabilities.	42 year old male in Western Washington using program(s) C*
When times are really rough, it can be helpful.	The way they have the program set up, they don't want you to get ahead, they want you to struggle and remain below the poverty level, but the second you are even a dollar above, that's the end, you don't get any help.	The programs seem to encourage you to remain poor. It doesn't feel like you are getting a step up.	31 year old female in Western Washington using program(s) EHMZ*
They are very thorough and make sure they get all the information they need.	I don't know.	no	54 year old male in Western Washington using program(s) MX*
They are pretty quick on responses.	Give better information, more thorough information.	no	32 year old female in Western Washington using program(s) Z*
Right now they are faster and more efficient than before.			26 year old female in Western Washington using program(s) Z*
They are usually always available.	Be a little bit nicer, more courteous.	no	50 year old female in Western Washington using program(s) EHMSZ*
I had a very different and unique situation. They did everything possible to help me out with Child Support.			25 year old female in Eastern Washington using program(s) Z*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The very kind people - they understand my situation, don't look down on me and get the job done.	More staffing - sometimes it takes a long time to get seen.		36 year old male in Western Washington using program(s) EMZ*
They provide help for my family.	Better communication between workers and the clients.	No	30 year old male in Western Washington using program(s) EMX*
They help you if you need it. I got the Diversion a few years ago.	All the paperwork is frustrating, and having to be on hold for 40 minutes each time you called was very frustrating.	NO	37 year old female in Western Washington using program(s) EZ*
The automated card for benefits.	Better customer service, more employees, and be open to see people more hours.	no	24 year old female in Western Washington using program(s) EMZ*
They are very helpful in providing me with the necessary needs like medical and food stamps.	Nothing that I can think of.	Nope	28 year old female in Eastern Washington using program(s) EMZ*
The interview and applications done over the phone.	Get rid of the automated voice system. More live persons to answer questions on the phone and in the office.	no	53 year old female in Western Washington using program(s) AEHMB*
The service.	I don't have a clue.	no	54 year old male in Western Washington using program(s) MX*
The people.	Maybe come by more often and make sure everything is good on follow-up visits.	no	45 year old male in Western Washington using program(s) CX*
I guess it is quick and easy service.			28 year old male in Eastern Washington using program(s) X*
I like the friendliness in the lobby and has chairs for people waiting.	Workers are occasionally in a bad mood and express this to me. They should practice better customer service.		35 year old male in Western Washington using program(s) X*
It makes paying my child support payment easy.	I really don't know.	No	32 year old male in Eastern Washington using program(s) X*
I like the overall services they provide.	It is hard to get ahold of people through the 800 number. I need to talk to someone and it is difficult to get a live person.		41 year old male in Western Washington using program(s) EMSV*
They are pretty punctual with appointments.			58 year old female in Western Washington using program(s) EMSZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
When I needed them, the services were available for me and my family.	It appears that more staff are needed. People would probably be more courteous if they were not overwhelmed. Reduce the wait times for appointments. Child Support said they could not help me collect child support even with a court order. The father had not paid. The person I talked to at Support Enforcement was discouraging and rude. They said I would just have to wait and chances of them being able to get money was not good. I haven't called since. I was frustrated and gave up. At least I have medical benefits for my child.		27 year old female in Western Washington using program(s) EMB*
They provide services, and pointed me in the right direction to get help.			41 year old male in Western Washington using program(s) EX*
	Help is slow to arrive. It seemed like a minimum of 2 weeks for any help to arrive and required a large packet of papers. I was required to bring my disabled daughter to the interview at the time of the death of her father. My daughter was very difficult to manage (autistic) and urinated all over the floor during the wait process. It was very awkward to manage her and deal with DSHS questions at the same time. I am DONE with DSHS. The staff were disrespectful toward me and her.		46 year old female in Western Washington using program(s) CX*
DSHS get better and better. Years ago it was a hated place to go. My caseworkers have been helpful. The people answering the 800 number are great.	Better attitudes and customer service at D of Child Support. Otherwise the workers are great!		55 year old male in Eastern Washington using program(s) CEMX*
They help families and help the world be better place.	Offer bus passes as a way to become more independent and look for work.		32 year old male in Western Washington using program(s) EX*
The money is there every month. I have had no problems. I have been blessed.	When children turned a certain age (12), the amount of money was to increase according to court papers. If, when that times comes around, DSHS could send a reminder to the paying parent that would be helpful. I used to get quarterly statements. Not anymore. Could I get that on-line?		36 year old female in Western Washington using program(s) Z*
The staff were always polite and helpful to me. I received respect back when I acted respectful.	There are some that are not getting served who REALLY need help. There are others who are "using the system".		40 year old male in Eastern Washington using program(s) EX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
<p>There is absolutely nothing that I like about them. I should have know. I got 2 children that were brought with boys' clothing. From the get-go I was not impressed. They did, however, give me a \$100 voucher for them so I could get them stuff. I was able to get WIC right away.</p>	<p>I was treated poorly by the caseworker and her supervisor. I was cooking dinner one night when one of the girls came screaming and grabbed my husband's leg. I looked up, and saw the caseworker standing there. We had not let her into the house, so I told her she couldn't just come in my house uninvited. She said she could come in and she said she wanted to see the baby because there was a report of abuse. She grabbed the baby and stripped her down. There were no marks. I asked for help because the older girl was not talking. They said they would test her. They didn't. I had people from Headstart that evaluated her. They thought they both needed tested. A group came and tested them and DSHS got mad that we had them tested. We discovered that one of the girls had scabies, and that medical history wasn't revealed to us. I also took them into the eye doctor. DSHS got mad at me because I was getting them care without prior approval. This was a tribal case. And, there were problems getting approval/care through the tribal and tribal doctors. I got in trouble for giving them care outside the tribal system. I found out after the girls got pulled from our home that the Mt. Vernon staff had connections with bio-parents for these girls. Everything I tried to do positive for these kids, the caseworkers tried to stop me.</p>		<p>53 year old female in Western Washington using program(s) Z*</p>
<p>Quick and easy.</p>			<p>46 year old male in Eastern Washington using program(s) X*</p>
	<p>I would say be more due diligent on their cases that they work. I think that they would rather push paper than actually work hard on my case. For example, I have called and given the CW info on how to contact non-custodial parent and they never once did anything with that information. The CW should have regular follow up with custodial parent so we know what's happening.</p>	<p>The amount of time my case has gone to various CW at different time. So, I don't have any consistency and they sometimes don't even conduct a review of case and therefore don't know any of the history of the case. I have never been notified when I get a change of CW.</p>	<p>43 year old female in Eastern Washington using program(s) Z*</p>
<p>I immediate assistance was helpful. It was needed as I am homeless.</p>	<p>Be more lenient regard to medical and cash benefits for males. Answer the phones. There are busy lines, long wait on hold. Hire more staff.</p>	<p>o</p>	<p>28 year old male in Western Washington using program(s) EX*</p>
<p>My caseworker has been very helpful over the past 6 years.</p>	<p>More info as to what is available for the "non-custodial" parent. This seems like a grey area to me.</p>		<p>27 year old male in Eastern Washington using program(s) X*</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Caseworker gets back to me and answers my questions. She is fantastic. She listens to me.	As non-custodial parent I feel that there have been "strong-arming" techniques to make me sign a document that said I would pay arrears after the child turned 18. They offered me a deal that they would reduce my monthly payment if I would agree to sign the document. I was forced to sign the document so the larger amount they were deducting would come down to a reasonable amount. It did not feel fair. This was 10 years ago. No other problems since.		43 year old male in Eastern Washington using program(s) X*
They are available when I call.	Provide more information to the person providing the support. I would like to be notified prior to a garnishment action so that I have choice about how to handle. Better customer services for non-custodial payer of child support.		46 year old male in Western Washington using program(s) X*
I can do everything online. I like not having to wait in line.			36 year old male in Eastern Washington using program(s) EX*
I like the fact that the child support can go on a debit card.	I am fine with the way it is.		48 year old female in Western Washington using program(s) Z*
It helps families who are really down and out.	Some workers act like the money is coming out of their pocket. Individual case workers press their opinions and values into the situation. Since they have control some use their position to assert authority and act like "I am the law".		29 year old male in Western Washington using program(s) EX*
I like that they offer services that are extremely important. My concerns get resolved when I call.	I feel like I experience "bad attitudes". I am trying to do the right things. Maybe more customer service training.	My caseworker does a good job. He does the best he can. When I applied for medical and food stamps. The woman was extremely helpful! I did not qualify, but I really appreciated her friendliness. She explained fully why I did not meet the criteria. She gave me some options.	26 year old male in Western Washington using program(s) X*
I appreciate get food program assistance.	Treat me with respect (child support). I cannot claim the children that I have part time on my food stamps. They are both claimed on the custodial parent's benefits. This is difficult for me. I lost my job and things are even more difficult now. I don't want to refuse to take my kids because I can't feed them.		28 year old male in Western Washington using program(s) EX*
There are usually kind and understanding.	Reduce the waiting time to be seen, especially if you have an appointment.		40 year old male in Western Washington using program(s) CEX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The services that they provided are great.	Make appointments so that you don't have to go to the office and sit there and wait for hours to see someone. Few hours in the morning and a few hours in the afternoon makes it hard to see someone.	Nope	62 year old male in Western Washington using program(s) EHM*
Medicaid people were very helpful in the DSHS office and the 800 number. I have had several health issues and had to change doctors. They were helpful and made it convenient to change. They were wonderful in helping me find the right provider. Child support were friendly and helpful and tried to get payments from my ex-husband. He chose to be in jail rather than pay.	Workers act like everyone is trying to fraud them on food stamps. "They were rude and treated us like crap at ECS." Federal Way office...everyone is rude.	I hate being negative, but I have been treated badly.	46 year old female in Western Washington using program(s) EMZ*
They are efficient.	They treat me good.		61 year old female in Western Washington using program(s) EMZ*
I don't know.	I don't know.		22 year old female in Eastern Washington using program(s) EMSZ*
I appreciate receiving food stamps. Customer service has improved over the years. The most recent social worker that my partner had was very helpful.	Non-English speaking people are prioritized over others waiting in line. My mentally disabled partner was treated badly. Her children were disabled also and she could not communicate well with DSHS staff about their needs. She fell through the cracks and should have had the help. Staff should have recognized her mental disability. It was painful to watch. Social workers change too often. Answer the phone. The call center system was not effective. They seemed not to know us or have access to our records. They gave us wrong information.	I would like to see DCS treat men and women kindly, recognizing that there are life situations that are out of their control. Don't make it harder on the non-custodial parent. DCS should not be affiliated with DSHS. It should be separated.	55 year old male in Western Washington using program(s) EX*
Things are working well for me.			42 year old male in Western Washington using program(s) X*
I like them because they help people.	Get people in and out of ESA office more quickly. Hire more staff.		37 year old male in Eastern Washington using program(s) EX*
	It is difficult to get a hold of anyone by phone at CSO.		29 year old male in Western Washington using program(s) EX*
It is quick and fast. DVR had me in school within two months.	Maybe work with Work Source to help clients find jobs.		57 year old female in Eastern Washington using program(s) V*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They do a good job with no hassle to us.	Let the clients know what's going on and have patience when explaining things to us.		49 year old male in Western Washington using program(s) X*
I like that when I have a question they will call me back pretty much on the same day and I appreciate that. They are always respectful and that's very nice.	I think they should keep in contact about what's going on with my case and give me the important information by phone or at least by letter. My son's child support just stopped this last summer and I've contacted the DCS office, but I still don't know what happened - it's been hard not to have that money coming in for my son.		24 year old female in Western Washington using program(s) Z*
They have a good drug treatment program and help a lot of people. It was excellent.	Send out e-mail reminder when there is a review coming up.		26 year old male in Eastern Washington using program(s) CEHMSX*
The supervisor was responsive when we had difficulty with social worker.	The social worker gave child all the control. We were adoptive parents and she discounted our input. If we had started with some accountability with the 14-year-old we would possibly not be where we are today. We objected to a foster home and things are worse. Things that happened at home are happening in foster care.		43 year old female in Western Washington using program(s) C*
They seem to be helpful.	Not sure.	no	47 year old male in Western Washington using program(s) X*
It was very nice to have a person to talk to that knew my case and would answer questions when needed.	Nope.	Nope	44 year old female in Western Washington using program(s) Z*
That they do have great programs to help people who are trying to advance themselves.	Have a real person answer the phone. I don't like the automated system. "If you are calling for an appointment, call before 2 p.m"...then click, and the machine hangs up on me. That's not the way things should work.		36 year old female in Western Washington using program(s) EMZ*
My caseworker has been really good, and when I moved out of state, she would send me everything I needed, and went out of her way to explain the info she was sending me.	I don't know.	no	41 year old female in Eastern Washington using program(s) X*
That they help me when I need it.	Provide the services faster to poor people.		27 year old female in Western Washington using program(s) Z*
		I think that DSHS should stop helping people who are drug abusers and continue to be drug abusers. I think they should drug test folks applying or receiving DSHS services.	42 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 are easy to talk to, and explain why things are happening clearly.	Maybe, make it easier for people to contact the office when you are working full time, so extended office or phone hours.	no	23 year old male in Western Washington using program(s) X*
When I go to the office - they help me quickly.			27 year old female in Eastern Washington using program(s) MZ*
They treated me with respect.	Move more quickly on processing applications through DVR as well as ES.		29 year old male in Western Washington using program(s) EV*
Nothing.	Most of the time workers are in a bad mood and don't treat you good. The Spokane office was good but this office is not very good, I don't feel comfortable at this office.	People of my race, at this office, treat their own kind badly.	17 year old male in Eastern Washington using program(s) EM*
They help people who really need it. They care and get back to you as soon as they can.			20 year old female in Western Washington using program(s) E*
Their courteousness.	I have never had a problem with them.	no	58 year old female in Western Washington using program(s) Z*
They pretty much answer my questions, and on the Internet they provide a lot of information.	No.	no	48 year old female in Western Washington using program(s) Z*
The fact that you could go in and get your Quest card the same day. They are quick!	Have easier check-in in the lobby.	I thought that my entire experience with DSHS was really great!	25 year old female in Western Washington using program(s) EMZ*
They were always pleasant and always returned my phone call. I had no problems with DSHS.			58 year old female in Western Washington using program(s) Z*
They were very understanding of my situation. It took a lot of the stress out of dealing with my ex-husband.		Client said "I can't express how grateful I am for the DCS services provided by your agency!"	41 year old female in Western Washington using program(s) Z*
DCS is doing a bang up as long as they are getting my money.	Please listen. Explain things to me clearly. Do not beat around the bush.		61 year old male in Eastern Washington using program(s) X*
They provided hearing aids for me.	Provide more services for those unemployed and disabled. Provide job placement services. DVR did not do this as I requested.		46 year old male in Western Washington using program(s) V*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That I can do it over the phone.	Have an orientation where the client can talk about what could be changed for the better. Ask for our input.		55 year old female in Western Washington using program(s) EHM*
	Help the child support-paying fathers!		37 year old female in Western Washington using program(s) Z*
I like the food assistance.	It would be easier to use the phone - I am put on hold for a long time. I get busy signals a lot and then when I get a ring tone I have to wait on hold for a long time.	I think child care should be included for non-working college students such as myself.	31 year old female in Eastern Washington using program(s) EMSZ*
The best thing is that they are pretty cut and clear about the rules and process.	I would love to have a live person to answer the phone always!		35 year old female in Western Washington using program(s) Z*
I appreciate the opportunity to get food stamps. I like the options presented to me. I just got a job and will be able to be independent soon. I like to be able to call in for the reviews. DVR has been helpful.			43 year old female in Western Washington using program(s) EV*
They are there to help me and I have become desperate for help and I wouldn't know where else to turn.	Provide housing for homeless folks.		60 year old female in Eastern Washington using program(s) AEHM*
I like that DSHS is conveniently located.	Answer the phone. Wait time on hold is too long!		35 year old male in Eastern Washington using program(s) EX*
Nothing.	Work together as a team and make it where they are easily accessible. I have called several times, spoken to several folks and got different answers. Also, I have sent in paperwork that one department knows about and another doesn't. It is very difficult to get in touch with DSHS staff when one needs to.		30 year old female in Western Washington using program(s) CEMZ*
They were prompt in getting me interviewed for food program. However, they sent the card to a different office rather than the one that I was at. Clerical issues!! My DCS social worker is awesome. She uses my case to tell others how lucky they are.	I missed an appointment because I was working a union job and could not leave. I am now penalized 2-3 months regarding food stamps. I have no rights to see my child and yet I am court-ordered to pay support. I have to hire a lawyer (which I cannot afford) to arrange to see him. My son was removed from her custody because of her substance abuse. I am still not in contact with my son. I have contacted the ACLU.		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*
It was fairly easy to apply and get services.	I dropped off a document and it was misfiled. They cancelled our services because of their oversight. When they looked for the document they found it.		52 year old male in Western Washington using program(s) X*
	They closed the DSHS office in Eastsound. We now have to travel to Mt. Vernon for services. I take care of [Identifying Data Redacted] because she is DD. DSHS gives me only 55 hours for caring for her. That is my only income besides \$198 mo SSI. This is not enough to live on. \$1800 per month is difficult for the 2 of us to live on. I am fearful of asking for a new social worker. I'm fearful that there will be repercussions in the community if I complain.		27 year old female in Western Washington using program(s) DEMV*
That they keep a record of the support payment paid and the dates.	Nothing.	No	35 year old female in Western Washington using program(s) Z*
The worker answered any question that I had in a quick manner.	Nothing.	Nope	46 year old male in Western Washington using program(s) X*
Nothing.	They need to get their act together.	Nope	31 year old male in Western Washington using program(s) CX*
The staff at CSO are polite and efficient.	Answer the phone. Make the wait times on the phone shorter. DCS should treat everyone with respect. I work at labor jobs with frequent lay offs. I am sent threatening letter every time I lapse. I am not paying through prosecutor's office because DCS turned me in for non-payment.		57 year old male in Eastern Washington using program(s) EX*
They keep track of the payments that I make.	Nothing.	Nope	38 year old female in Eastern Washington using program(s) X*
I like the free food.	Take off the phone that is automated and use actual caseworker.		30 year old male in Western Washington using program(s) EHMx*
I think they are doing a fine job.			16 year old male in Eastern Washington using program(s) EM*
The automated computer systems, and the workers are always very friendly.	More small programs that offer options. They need to have a program in which you can go to on the computer and it will tell you what you may be eligible for.	Nope.	35 year old male in Western Washington using program(s) EHMS*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The system provided needs for the people that need it.	The system needs to improve the way that they issue assistance and not to the drug and alcohol people who are selling their food stamps on the streets for 50 cents on the dollar. Why are they able to sell their food stamps when other people could use them?	Nope	29 year old male in Eastern Washington using program(s) EX*
I like using DSHS as an intermediary so I don't have to deal with my ex-wife.	My case representative is in Yakima. I live in Auburn. I would like to have case worker closer.		47 year old male in Western Washington using program(s) Z*
The caseworkers are very good and very nice on the phone. I push "0" to bypass all the automated stuff. They really help me when I ask.	The phone system needs work!!! Too many restrictions on when someone will talk to me on the phone! Hire staff to answer the phones. Give more information about child support process and how you have to pursue the other party. It is a legal process that was not explained clearly. The modification announcement. I did not understand the ramification of modifying. I got sued for \$15,000 plus lawyers fee because I didn't do it right. I should have been clarified that modification was very important or difficulties could arise later. The child support is collected on a worksheet-line-item basis. A report should be available annually to be clear on the process about where the money is at. This system works against the recipient of child support. Women tend to want to avoid modification to "not rock the boat". They should be strongly informed of the consequences of NOT modifying. The state does not provide legal counsel for when this becomes an issue. Avoiding court would be better. I was left to pay for legal fees and arrears. I am in debt and will have to stay on state support because of this mess. Otherwise I could have been off by now if I did not have this debt.	"I would be happy to get involved in helping change how information is shared with clients regarding the child support modification process. Feel free to contact me if you would like my help."	30 year old female in Western Washington using program(s) MZ*
I get my child support check.	Send me information about services that are available. I just get a child support check and monthly statement. I have had no other contact with DSHS staff.		50 year old female in Eastern Washington using program(s) Z*
You are easy to work with. People get back to me within 24 hours.	I am a single parent and have not received child support. Is DCS pursuing her as vigorously as they pursued me when I was the payer? Answer the phone, reduce wait times on the phone.		39 year old male in Eastern Washington using program(s) EMZ*
Their services were available to me.	Bring back medical!		54 year old male in Eastern Washington using program(s) EZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I get messages on my iphone when funds are deposited by DCS into my account. I appreciate that.	When I tried to communicate about my unique situation I was disregarded. I'm caring for my sister's child and she is not a "dead-beat mom" nor am a divorcee, but it felt like I was not treated with respect. I had court papers from another state and did not understand the protocol. The lawyer fumbled the ball. And I felt like I was being judged and criticized for not knowing both state rules on disbursement of funds to a Washington resident from another state for child support.		44 year old female in Western Washington using program(s) B*
The food benefits.	It would be nice if all information given to DSHS, any branch, is shared so you don't have to repeat over and over.	no	29 year old female in Western Washington using program(s) CEMZ*
I don't.	Their customer service, how they treat people, I felt real crappy about how they treated me. I felt so low by the time I got out of there.	no	19 year old male in Eastern Washington using program(s) EMX*
They provide a service, they did a lot for me.	Things take too long.	no	35 year old female in Eastern Washington using program(s) Z*
That I can do everything online, as I have a really busy schedule.	You can never get through on the phone.	no	31 year old female in Western Washington using program(s) EB*
The fact that if you are really in need, depending on who you get, your worker may go the extra mile to help you get services.	Give you a worker and not change them, as you have to start again in telling them everything. I think that would be much more efficient.	I realize that people are in need, and that you are eligible for medical based on your income bracket, and I am a little over in income, and that would be devastating to our family if I had a medical need. We are a family of four as we have a child in common, and when we were separate households we got more help than we do now when I am working. The adults that are not working get the medical, so there is no motivation to go to work.	33 year old female in Western Washington using program(s) EMZ*
That I can do what is needed on the phone or internet.	Make child care more accessible.	no	32 year old female in Western Washington using program(s) EZ*
I don't know.	I'm drawing a blank.		27 year old male in Western Washington using program(s) EVX*
The automated reviews (by phone) are helpful so I don't have to go to the office.	Return calls in a timely way. Doing my reviews over the phone are difficult to do as circuits are busy. Staff need "attitude adjustments". Some people answering the phone seem short and impatient or eager to home.		34 year old female in Western Washington using program(s) CEZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have made great improvement in people services. They have an information desk to offer help to people before they get help. DCS is going after the father of my grandchild and I am delighted that they are holding the parents both responsible.	Answer the phone. Reduce wait times for being on hold. I waited 48 minutes. Tell me an estimated wait time so I can decide to hold or not. Clarify or expand grandparents rights. I feel alone with this situation. I spend all of my savings and spending my retirement funds to help raise my granddaughter. I would like an opportunity to get child care. I sometimes get called into work at 4 AM and don't get home until after dark. I am on-call so it is difficult to arrange suitable day care with all the regulations. The paperwork was overwhelming so I passed on it.		53 year old female in Western Washington using program(s) EZ*
I think DSHS stinks and no one should be on it anymore.	I'm complaining that I don't get enough food stamps to live on. I have to spend all my social security money on food because I only get \$16 month. I ride the bus every day to keep busy. I'd like a permanent bus card.		57 year old male in Western Washington using program(s) EMS*
When you first come in, someone greets you and helps you with the computer to get assistance.	Bring back the DSHS food stamp cards...make it easier to get them if you lose one!	Without DSHS assistance, I don't know where I would be.	40 year old male in Western Washington using program(s) AEHM*
They always give me a lot of options as far as how to contact them. Phone numbers, letters, websites.	When I used to call the DSHS office in the past - it is sometimes difficult to get someone on the phone. I am stuck on hold for a long time.		28 year old female in Western Washington using program(s) EZ*
	They do a pretty good job.		55 year old male in Eastern Washington using program(s) MV*
I like that DSHS is fair.	DSHS can stop sanctioning families after one missed appointment.		26 year old female in Western Washington using program(s) EMZ*
Three out of four times I was there they were super.	But, one woman at DSHS might be burned out on the job and assumes that anybody coming in are pathetic jerk-offs. She treated me like an idiot and I am a former college professor. That woman is probably one they shouldn't have in there. Her attitude was cold, all business and didn't want to explain anything.	No - it is good. They have gone all out there way to use WTAP, etc.	72 year old male in Western Washington using program(s) E*
They are quick, and folks are easy to get in touch with. Not on hold forever.	Make the service quicker when folks show up at the CSO.		33 year old male in Western Washington using program(s) E*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like how they help me with the kids' school lunch program. DSHS notifies the school and I like that...it helps me.	I think equality based upon race is unfair. If one is a specific ethnic background, you get more services than others. I have a neighbor who works and makes about the same as my husband. Yet, when they received food assistance, they got \$900 per month and my family got \$40 per month. It goes back again to ethnic background. I think this is one of the major things across the board. It is difficult to call the office - you get the queuing machine and I waited on hold for one hour. That should be modified and answer the phone much quicker.	See other comments - I feel that way.	46 year old female in Western Washington using program(s) E*
I've always been treated well.			57 year old male in Western Washington using program(s) E*
They assist us.The medical and food stamps for my family, and they are always willing to help.	Nothing.		11 year old female in Western Washington using program(s) EM*
That it was there when I needed it.		DSHS is helpful, but unfortunately one has to be flat broke to get assistance of any kind.	41 year old male in Western Washington using program(s) E*
They have improved their speed - they deal in a much quicker and efficient manner.	Provide a daycare for the infants.	They should have the office phone numbers more available in the phone book. Make it easy to find! Maybe have a separate number for Food Assistance program.	52 year old male in Western Washington using program(s) E*
I like getting the medical help that I need.	Offer housing assistance.		19 year old female in Western Washington using program(s) M*
They are good about sending me accurate and timely information in the mail.	Answer the phone.		1 year old female in Eastern Washington using program(s) M*
I love WIC. I appreciate availability of vaccinations and well child care.	Provide more toys for the children in the lobby, however, I am concerned about germs.		29 year old female in Western Washington using program(s) M*
I like the everything they do.			13 year old female in Eastern Washington using program(s) EM*
I don't know.	I don't know.	I would like more money in the food program. \$100 is not enough.	66 year old female in Western Washington using program(s) EM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
It provides help for children and I appreciate that.	Simplify the medical services application process.		14 year old male in Western Washington using program(s) M*
I like the benefits that I receive from them.	They need to make it easier to contact a real person and not a recording. They need to make it easier to get a replacement EBT card. You should be able to go into the office and get one and not have to wait for it to be mailed to you.	Nope.	26 year old male in Western Washington using program(s) E*
They provide me with medical for my children and food stamps and that is great.	They need to provide medical for all people in the home and provide food stamps for all the people that don't have anything to eat.	No	53 year old male in Eastern Washington using program(s) E*
I like the fact that I can get help as soon as possible if needed.	Nothing. Everything is good.	No.	12 year old female in Western Washington using program(s) EM*
It was computerized, and also has an interpreter on site.	Shorter waiting times and more staff.	Nope	64 year old female in Western Washington using program(s) E*
They help me with my food stamps and medical needs.	I don't know.	Nope. Thank you.	7 year old male in Western Washington using program(s) EM*
They have provided me with food stamps when I have needed them.	Increase the standards so that more people are eligible for medical and food stamps.	No	23 year old female in Eastern Washington using program(s) EM*
They are very helpful when I go into the office.	Medical for adults.	No	49 year old male in Western Washington using program(s) E*
They have helped me and I appreciated that.	They need to improve the system in the way that they see people. Better system and a better way to call the people. Like take a number. Maybe a screen that shows the name or number so that the people can see that.	Nope	44 year old female in Western Washington using program(s) E*
The services are very good.			17 year old male in Eastern Washington using program(s) M*
I do not know.	Increase the amount of food stamps that we receive.	No	70 year old male in Western Washington using program(s) E*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have always been really nice. They do a good job considering the circumstance: long lines, crying children. Some times I go to the Lummi worker. She is nice and there is no waiting.	It is so busy at the office. By the end of the day the staff seem challenged by the long lines and noise.		21 year old female in Western Washington using program(s) E*
They provide a good service.			9 year old male in Western Washington using program(s) M*
The medical card takes care of itself. No problems with bills. Thank you!	I would like more outreach programs. I have 3 children and one is severely disabled. I could use some support in parenting. I don't know how to discipline a 2-year-old.		2 year old female in Western Washington using program(s) M*
I like the support that I receive and I feel very comfortable.			6 year old female in Western Washington using program(s) M*
I am glad that I can get help so that my children can see the doctor.	One time I was dropped from coverage. The problem was rectified quickly.		2 year old male in Western Washington using program(s) M*
It is good that the program is there for when I need assistance. It has been a great help with the food stamps.	Make it easier to contact your worker in person or on the phone.	No	5 year old male in Western Washington using program(s) E*
They provided me with food stamps when I really needed them.	I don't know.	no	41 year old male in Eastern Washington using program(s) E*
The services are available through the mail and that is helpful as I live out of town.	Better communication between the workers and the clients. We need to have live people answer the phone instead of recorder that answers.	Nope	35 year old female in Eastern Washington using program(s) E*
The doctors treat [Identifying Data Redacted] very well.	The medical clinic over-served [Identifying Data Redacted]. She had a low heart rate and they treated it like an emergency. It is typical for her and a characteristic of the family. The doctor would not allow me to take her home so they could observe her for a period of time. She never increased her blood pressure and then they released her. Stop pushing birth control.		17 year old female in Eastern Washington using program(s) M*
They have provided me with the additional medical that I have needed.	I have no idea.	No	58 year old female in Western Washington using program(s) M*
I don't like dealing with them.	Offer more information about their services to the clients.	Nope	56 year old female in Western Washington using program(s) E*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That we are able to receive food stamps. They have always been very helpful and very useful.	They need to increase the types of medicine that is approved with the coupons.	No	58 year old male in Eastern Washington using program(s) E*
My son is getting speech therapy and that is very helpful. Medical provider's attention and kindness is very good. The doctor treats the children very well.		So far, I have received good service. They have been kind. Thank you!	30 year old female in Western Washington using program(s) M*
They cover my children on medical 100 per cent.	They need more help in the local offices. The lines are very long always.	Nope	5 year old male in Western Washington using program(s) M*
The workers are polite and help me with paperwork.	Answer the phone and reduce wait time on hold.		18 year old female in Western Washington using program(s) M*
They have provided me with the food stamps that I needed and also the lady that helped me get these food stamps was the nicest lady I know. She made me feel great.	Improve the phone system so that you don't get a recorder and have to stay on the phone for hours waiting for a real person to talk. Also when you get a letter that stated to call and then you can't get anyone to answer the phone you panic and fear that you are going to be cut off of your benefits.	I don't think so.	49 year old female in Western Washington using program(s) E*
They are willing to help people in need.	Don't be so quick to turn people away...listen kindly. There are lots of people who don't know what help they available to them.		25 year old male in Western Washington using program(s) EX*
I like that they are there to help me, and actually want to help me.	Verify identity when we call in and make sure that staff is talking to the right person.		18 year old female in Western Washington using program(s) EM*
The process is fairly simple; services are available when we need them.	Encourage more medical providers to accept Medicaid.		10 year old female in Western Washington using program(s) M*
It makes things easier to help provide medical for my child.	Making it easier to get to a specialist without such a long wait time or having to travel so far.		1 year old male in Eastern Washington using program(s) M*
Nothing.	The workers need to follow though with their job, and explain your options.	Nope	49 year old male in Western Washington using program(s) EHX*
They keep track of the payments that I make to support enforcement.	I don't know.	Nope	30 year old male in Eastern Washington using program(s) CB*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The have provided me with food stamps, medical and help with my child support.	When you call in it would be nice to have a real person to talk to and not have to wait a long time on the phone to get to a real person. I can't stay on the phone for hours hoping to talk to someone.	No	34 year old female in Western Washington using program(s) EMZ*
They keep track of the support payment paid and owed.	Have more people to answer the phone so that you don't get the recorder and have to wait hours.	Nope	47 year old female in Western Washington using program(s) Z*
They are good so that I don't have to deal with my ex-husband directly and they keep track of the support paid.	I can't think of anything.	Nope	46 year old female in Eastern Washington using program(s) Z*
They provide medical for my children.	Nothing. They are doing a great job.	nope	38 year old female in Western Washington using program(s) Z*
They keep track of the support that is paid by my ex-husband, and when I requested a report they sent me one.	The support enforcement office needs to make better contact with the ex husband and figure out where he is working because I know he is working and he is telling them that he isn't.	No	48 year old female in Eastern Washington using program(s) Z*
The DVR program has really helped me.	More workers to help out. Smaller work loads. More locations to get the services.	Nope	30 year old female in Eastern Washington using program(s) EV*
I like that my children can see a doctor if they are sick.	They could be better with people, and give more benefits with different things.	no	12 year old male in Eastern Washington using program(s) M*
Nothing, it seems like they are herding a bunch of cows, it's like a number deal, they don't treat you that well, it wasn't that good of an experience. The workers seemed overwhelmed and stressed.	Improve the workers' attitude, try a little harder to understand that these people don't have a job and that they are people too.	It was very, very difficult to apply and finally get cash assistance. It seems like we never got an award letter from them. It took about a month to finally get something. It seems like it shouldn't be that difficult.	38 year old male in Western Washington using program(s) CEMB*
The benefits that my son was able to get services and brain surgery.	Be a little bit more nicer. Whenever I have to call the office, they make me feel worthless.	no	28 year old female in Western Washington using program(s) CMZ*
I like when I call DSHS they are always courteous and helpful, and if they can't answer questions, they get someone who can.	Cut down on phone wait times.	Medicaid's coverage for medication and co-pays has been a great help. When I was not with an HMO was extremely difficult to locate a Dr. who would take Medicaid, this was years ago.	15 year old male in Western Washington using program(s) M*
Everything is fine for me.	No.	no	22 year old female in Western Washington using program(s) M*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are fantastic. I only talked to one gentleman on the phone, and have never talked to anyone else.	My food stamps were reduced from \$54, to \$24. so that makes it hard.	no	58 year old female in Western Washington using program(s) E*
They are organized, and all people seem to be treated the same.	If they asked people if they have a smart phone, that would tell you they can afford food and don't need to apply.	There are so many concerns right now. How can we investigate all the people who get services right now to make sure they are qualified to get help? I believe that at some point 'the services' to everyone in general will be stopped, because of misuse/abuse.	59 year old male in Western Washington using program(s) E*
It's really, really easy, and they help you really fast.	Don't know.	no	15 year old female in Western Washington using program(s) M*
I like they help us with medical coupon when our children get sick, we can take our children to clinic.	So far, we are very satisfied with what they are doing.	no	18 year old female in Eastern Washington using program(s) M*
I don't have an answer.	Have someone answer their phone, I have called 4 days straight and never, ever get through.	no	50 year old female in Western Washington using program(s) E*
Because pregnancy is covered, and the little children are covered.	The bill when I went in to Dr, he told me I was pregnant, they did not pay that bill with Medicaid, I wish they could go backdate to cover that bill. They don't answer the phones when you call, waits for 1/2 hour to an hour to talk to someone.	no	30 year old female in Eastern Washington using program(s) M*
The dental assistance which I use more.	Better prevention medicine maybe.	I am very satisfied for help with my daughter's problem with ADHD.	16 year old female in Western Washington using program(s) M*
I like everything, especially how they help us. I know how expensive healthcare is and I appreciate that they pay for our medical. They don't send much food stamps, but every little bit helps, so I am grateful for that too.	More stuff that will help make our lives easier. There are too many people that need help and they are overwhelmed. We need more help.		9 year old female in Eastern Washington using program(s) EM*
They treated him well. And it helped with medical bills.	The phone services were not good.	I still have medical bills I can't pay, so I wish they could help with that, but they were nice and were a lot of help and did their best.	57 year old male in Western Washington using program(s) M*
I like that I get very good service when I call them.	I have no problems with them.	no	31 year old female in Western Washington using program(s) M*
We have the best social worker from DDD that is always very helpful.	Give dental coverage, much needed.	no	23 year old female in Western Washington using program(s) DMV*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
So far everything has been good.	Not sure.	no	41 year old female in Western Washington using program(s) M*
They have people to help you if you just walk into an office.	Not all the workers are very pleasant or helpful. When I submitted application for my disabled brother's medical assistance, he was in dire need of medication as he has cystic fibrosis, the worker did not understand that I needed immediate attention on the application for his urgent medication needs, it was a stressful situation.	no	24 year old female in Eastern Washington using program(s) CEM*
When I go to the CSO, the staff are friendly.	When needing to talk to a live person, not having to wait forever at the CSO. The phone system needs improvement. Had to actually go into the CSO because I could not get through on the phone.		35 year old female in Eastern Washington using program(s) EMZ*
I like my case managers. They are good people and have helped me.	No suggestions.		20 year old male in Western Washington using program(s) DMV*
They have helped me when I needed it.	No suggestions.		45 year old male in Western Washington using program(s) EM*
They are always willing to give us more help.	Hire more employees to handle the influx of calls.		4 year old male in Eastern Washington using program(s) E*
I like everything that they do.	No suggestions.		26 year old male in Western Washington using program(s) E*
I will say that all the workers treated me very well and respectful.	They could explain the whole process better, as I was left with alot of questions and misunderstandings, they should write a book that explains the system.	no	56 year old female in Eastern Washington using program(s) EMS*
I have found that DSHS is beneficial and helpful. For the most part they answer questions and are helpful answering them if you can get them on the phone.	Answer the phone. The automated system is very frustrating. I cannot get any one on the phone! The prompts do not lead to a person. This is difficult. It takes me a week trying all day long to get through. It is more predictable to get in the car and going to the office and waiting in line.		8 year old female in Western Washington using program(s) M*
Nothing to say - I really haven't dealt with them.		Nothing to say.	14 year old female in Eastern Washington using program(s) M*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The people at DCS are very responsive. The case worker gets back to me quickly and helps solve the problem.			44 year old male in Western Washington using program(s) X*
That they are there to help people.	I can't think of anything.		20 year old male in Western Washington using program(s) E*
The workers are very friendly.	Nothing. I don't see how they can improve it.	Nope	33 year old female in Eastern Washington using program(s) E*
The DSHS representative at Sea Mar Medical Clinic: Velvet...She is awesome.	Have more people like Velvet in locations like Sea-Mar Medical Clinic. I probably would never have been brave enough to go down to the CSO. Velvet reached out to me when I was at Sea-Mar and saved me from drowning.	I really want to say thank you for the help you have given me. I have gone through a very difficult time and your services have been a life saver. I am so very grateful.	56 year old female in Western Washington using program(s) E*
I like that they do help. I appreciate my medical and food stamps.	My doctor prescribed a walker and wheelchair for me. DSHS medical would not fill the prescription and I am still without those items today. My medical was cut and I had to drop several required medications because I couldn't afford the out-of-pocket expense. I switched doctors because I got poor service from my old one. The doctors seem very helpful, but the staff are not. There isn't enough food stamps for the special dietary needs that I have. I am limited on what I can eat. I need more food stamps.		65 year old female in Eastern Washington using program(s) EM*
After the caseworker got to know me, I felt respect.	I had a problem of person answering the phone was rude. After I got to know them, it seemed to be more friendly and respectful.		30 year old male in Western Washington using program(s) X*
Did not have much contact with DCS. They were professional on the phone. I know everyone was doing their job as best they can given the policy.	Be more vigilant with collecting on behalf of people not on public assistance. Ex-husband was a job-hopper and I often called DCS with his employment information. I do not feel that I was prioritized in collection efforts because I was not on public assistance. They did not pursue leads I gave them on retirement funds that I knew were available. I received approximately 20 sporadic payments for the 14 years after our divorce. I gave up on seeing any money after my son became a teenager.		54 year old female in Western Washington using program(s) Z*
Nothing.	Track how child support is being spent by the mother to ensure the money is being used for the well-being of the child.		30 year old male in Eastern Washington using program(s) X*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing. You always want more money from me. You always go to my ex first to raise my rate.	?		48 year old male in Western Washington using program(s) X*
The times that I needed their services it was quick.	My girlfriend I live with now, gets food stamps for herself and her daughter, and I got more on my own than she gets now for the two of them.	no	37 year old male in Western Washington using program(s) EX*
Nothing.	I was taken to court as my ex told DCS that I wasn't paying support, however I was, it went to district court and, \$5000 later, the case was dropped. If you are a mother of a child, I'm sure you appreciate DCS, but on the other hand if you are a father, they are not so supportive.	no	47 year old male in Western Washington using program(s) X*
Some of the staff really care and do whatever they can, and even go out of their way to make sure the kids are taken care of.	Most of the staff treat you like you are the bottom of the barrel.	no	31 year old male in Western Washington using program(s) CEX*
The fact that they help my kids with medical.	I don't know.	no	29 year old male in Eastern Washington using program(s) EX*
The convenience.	Respond quicker to applications.	no	33 year old male in Western Washington using program(s) X*
Mental Health services were very helpful, respectful and all that kind of stuff. I got lots of help when I was unemployed.	DCS seems to not want to give me information about court procedures. I need more help to understand this. Is there some low cost legal advice to point me in the right direction? The minute I returned to work all of my benefits eliminated. I would have appreciated a transition. I do not get medical through my employer and medical is critical. I have to pay for medical to maintain my independence. You make it too easy for those who do nothing. For me, who has achieved the goal of return to work, there is no assistance.		26 year old male in Western Washington using program(s) EHMV*
ESA return calls within 24 hours. They do good work.	There are long lines at ESA. There is a long wait (15-30 minutes) on the phone. I left a message. DVR has been slow, and I am unable to get the kind of job that I want. This is probably because of the economy. I do not use the M.D. because I don't feel they are helpful to me. I got two different directions on how to report earning from two different workers. That was confusing. I do not want to do the wrong thing or get in trouble. Please be clear and consistent.		36 year old female in Western Washington using program(s) EHMVZ*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are there to help people. I appreciate that.	Increase benefit amounts in cash, medical and food program.		52 year old male in Western Washington using program(s) ES*
That Medicaid helped pay excessive medical bills.	No suggestions.		1 year old male in Western Washington using program(s) M*
I like the benefits my family receives. It keeps us from being homeless.	They can get nicer people to work there. I would like to be able to get glasses and some dental work through DSHS.		30 year old female in Western Washington using program(s) CEMZ*
	The person in charge of my case was helpful, but seemed overworked and negative. He was good about returning my calls. It took many months to get any resolution.	Hardcopy received in mail.	40 year old female in Western Washington using program(s) Z*
Nothing.	They could give you better notice when they are going to cut hours.	Nope	33 year old male in Western Washington using program(s) AEM*
They provide me with medical for my daughter because I could not afford it without their help.	Nothing.	Nope	8 year old female in Eastern Washington using program(s) M*
They provide me with the medical that I need for my family.	Nothing.	Nope	2 year old female in Western Washington using program(s) M*
I don't know.	Nothing. I don't know.	Nope	16 year old female in Western Washington using program(s) M*
They provide me with medical for my children.	Nothing. I don't know.	No	11 year old male in Western Washington using program(s) M*
It is great to have nice person greet you when you come into the office.	Nothing. They have done the best that they can.	No	14 year old female in Western Washington using program(s) M*
They provided the coverage of medical for my children when I needed it.	Nothing.	Nope	16 year old male in Western Washington using program(s) M*
They are on time with the help they are providing.	Live customer service on the phone. Reduce wait time on the phone.	I appreciate the services and the help that DSHS provides.	32 year old male in Western Washington using program(s) EX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I really like that they help people who need medical and food assistance. I have friends who are homeless, but they can get food assistance. I lost my birth certificate and social security card and they helped me get it back in just a few weeks and it did not cost me a lot of money. That is when I was 17 years old.	Make it easier for kids nowadays to get checked by a doctor.		19 year old male in Western Washington using program(s) CEM*
They provide me with medical when I need it.	They do a good job. Nothing.	nope.	17 year old female in Western Washington using program(s) M*
Not much.	Every time I go into the office, I am so confused. Starting with the Kiosk, I have problems with entering errors on it and I get shuffled around and my visit lasts forever. The HMO, Community Health Plan of Washington, has not been easy to deal with, whether it be treatment or medication, I am battling for my medical needs that the Dr. prescribes or says I need.	no	44 year old female in Western Washington using program(s) EHMZ*
How easy it was to receive assistance.	Have more people available to help and get assistance for you.	Nope	24 year old male in Eastern Washington using program(s) EM*
I am the only one who works and the medical assistance is wonderful for our family. DSHS is a very great service for us.	We have to be on hold on the phone - way too long!		2 year old male in Western Washington using program(s) M*
Overall friendliness of the workers there, they are very respectful and courteous.	Maybe seeing people a little bit faster, I have had to wait for hours to see someone to answer a simple question.	no	22 year old male in Western Washington using program(s) EMS*
Helping me with my medical bills and food stamps.	They are doing pretty good.	no	6 year old male in Western Washington using program(s) M*
They help me out in a snap, pretty efficient.	They need to up their customer service. It is really hard to get through by phone, up to 2 hours.	no	24 year old female in Western Washington using program(s) EMZ*
The timely manner that they get things done in.			27 year old male in Eastern Washington using program(s) EV*
That they were able to help me.	They could answer their phones quicker, and have the Kiosk be more user friendly, very confusing.	no	42 year old female in Western Washington using program(s) E*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They help the needy.	I think they need to better check who they provide services to.		40 year old female in Western Washington using program(s) EZ*
All of their services and they have an understanding of the problems we have. They helped with chemical dependency and day care.			5 year old female in Western Washington using program(s) CEHMS*
I like the help was that offered.	DCS should be more aggressive about pursuing money from my ex- husband's earnings. I only get \$36. He is working and making good money. This is not fair to our daughter.		45 year old female in Eastern Washington using program(s) Z*
I appreciate everything they do. They have been very helpful, especially the counseling and medical provider.	The 800 # is answered in a call center far away. It is hard to get a hold of someone.		7 year old female in Western Washington using program(s) CEM*
Everyone is friendly and ready to help me when I call, and that I can get help with food stamps.	Get a better phone service, so you don't have to be on hold for such a long time.	no	22 year old female in Western Washington using program(s) E*
Don't know.	Better phone service.	no	42 year old male in Eastern Washington using program(s) X*
They are located convenient to where I live.	They could fix their system for recertification, I am fighting with them now, and they are saying I did not do the interview and a letter saying I didn't send them what I should have, but I did have the interview and did give them what they asked for. I keep getting letter from them that are not correct. I've tried to call them and have gone in, and now they tell me to call and make another appointment. It is very frustrating and confusing, and not very efficient.	no	22 year old male in Western Washington using program(s) E*
They help me get support.	Have better phone service.	no	37 year old female in Western Washington using program(s) Z*
The people are pretty nice.	Have a better phone system, impossible to get ahold of someone to talk to.	no	25 year old female in Eastern Washington using program(s) EMS*
They provide medical and food stamps were approved the same day.	It would be good for them to call us and see how we are doing, we receive food stamps.	no	24 year old female in Western Washington using program(s) E*
They take care of payment disbursement and collection.	Stronger penalties for delinquent parents.		37 year old female in Eastern Washington using program(s) Z*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The services they offer.	Understand the people who really need the help.		29 year old male in Eastern Washington using program(s) EX*
The cash and food benefits have helped greatly due to unemployment. I had a new wife and baby and was very needy.	I do not like to go into the office. I think that I don't look deserving. I am Hispanic. I don't think I was told about the services that were available. The workers are not pro-active about what programs were available to help me improve. It feels like I am fighting to receive basic assistance.		23 year old male in Eastern Washington using program(s) EMX*
Social workers were open and honest with me. I knew what was going on with the cases. We were preparing for adoption and now have the child.	The length to terminate parental rights seemed longer than needed. One case worker was slow in filing paperwork. Parents and foster parents are in the waiting room together is not a good idea. It felt unsafe.		48 year old female in Western Washington using program(s) C*
The financial help.	Provide graduate school financial help.		22 year old male in Eastern Washington using program(s) V*
The receptionist understood my limitations better than my vocational counselor.	I am still not able to work so I could not continuing using DSHS services.		49 year old male in Western Washington using program(s) V*
	Have a live person to talk to on the phone and not go thru the phone computer routine.		64 year old female in Eastern Washington using program(s) E*
I like how easy it was to go on-line and enter all the information. When I called they were very kind and answered all of my questions.	I sometimes got mail that was redundant. I would prefer to renew on-line rather than paper. I don't check my US mail everyday. Paper is not how I do business regularly. I check e-mail more regularly. Use e-mail as much as possible. Reduce wait times on the phone. Hire staff to answer the phone.		25 year old male in Eastern Washington using program(s) E*
Well, they are really helpful and take care of my needs.		I want to express that DSHS does a pretty job.	41 year old male in Western Washington using program(s) EHM*
I like that I can go in and speak to a live person.	The automated phone system confuses me. There should be an option to talk to a live person for those of us who get confused.		31 year old male in Eastern Washington using program(s) E*
I like that I can go to the doctor when I need to and I like my SSI and food stamps.	Give people a chance, help them out. Don't take their kids away and make them take all kinds of classes before they can see their kids - that's not fair. I haven't seen my kids in 4 or 5 years!		35 year old male in Western Washington using program(s) CEM*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like the services. They return calls quickly.			35 year old male in Western Washington using program(s) E*
I like that I don't have to go into the office and was interviewed over the phone. I like that I can correspond thru the mail and only once had to go to the CSO office. That was horrible since it was standing room only.		I have a college degree but have no income right now. What I notice is that there is a lot of paperwork at DSHS - I believe that folks not as educated as I really don't know exactly what to do. It's not really clear what it takes to get benefits. You just fill out forms and then "they" give you money. It is sort of mysterious what is exactly going on and it seems that it is a bunch of paperwork that is bureaucratic stuff. They don't ask how you are and what you need. Could they say hello and talk to us? It seems that we are just part of an equation.	42 year old male in Western Washington using program(s) E*
They help people get on their feet, and you must apply for a job to get cash assistance.	Shorter call wait times.		33 year old male in Western Washington using program(s) E*
When I talk to the social worker she answered my questions. The staff were knowledgeable and helpful. I felt more confident after interacting with the social worker.	It is not clear that you have to log into the computer when you walk into the lobby. The receptionist there seems to not like her job. I'm glad I don't have to go there anymore. I know that there are people who get assistance who should not be getting assistance. They work under the table. Research the applications more thoroughly. Require UA before getting assistance. I am an addict in recovery and I no longer qualify for assistance and am barely making it.		42 year old female in Western Washington using program(s) EZ*
There's nothing I really like best. Some people that have tried to help us in the past have not been the nicest people.	Train the people to be better at customer service and not be so judgmental.	Client wanted me to note that she had a horrible experience in the Vancouver CSO, where she went for her food stamps and some temporary emergency money. She said she was treated like a criminal, like she had done something wrong, and left the office in tears.	49 year old male in Western Washington using program(s) E*
They were really kind and provided me with the necessary medical that I needed.	Nothing.	Nope	59 year old female in Western Washington using program(s) M*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I thought they provided a comfortable atmosphere to apply for services. My application went easily. It is difficult being out of work in and in need. I got very efficient service, very kind and professional.	It bothers me when I see fraud and abuse, like people trying to get cash from the food card by offering shoppers to purchase groceries for them and them getting the cash. I feel like I get targeted by these people. It feels like being harassed. Not sure if much can be done about this. Perhaps this is something the grocery manager could address.		51 year old male in Western Washington using program(s) E*
It feels like it is a private application process, they do not look down on me. I hear that other states are not so nice.	The waiting room could use new toys for the kids.	I'm glad you are checking to find out how people feel about services.	56 year old female in Western Washington using program(s) E*
I like when I find the right person who can explain things clearly.	Unfortunately there are some who are just rushing through the process and do not explain things. My daughter, my son and I were cut off because I did not appear for a review. I did not receive a notification of a review date. I had to resubmit the paperwork.		3 year old female in Eastern Washington using program(s) EM*
They provide me with medical for my child and food stamps for my family.	They need to be more kind to the customer. They need to improve their phone system.	Nope	45 year old male in Western Washington using program(s) E*
The workers provide me with the necessary help needed to care for the relatives and my children with food stamps and medical.	Improve the phone call centers.	Nope	35 year old female in Eastern Washington using program(s) E*
I like the fact that you can get help on line rather than going in and talking to someone.	The workers are sometimes rude and not enjoyable to talk to when I go into the office.	Nope.	37 year old female in Eastern Washington using program(s) E*
They are understanding and empathetic, and they see the big picture as far as your needs.	It's a tough job, not sure.	no	46 year old male in Eastern Washington using program(s) VX*
Not sure.	Not sure.	no	25 year old male in Western Washington using program(s) CEMSX*
Easy access to get there, and they are courteous to me.	Get better phone services.	no	18 year old male in Western Washington using program(s) EHMx*
Not sure.	I can't think of anything.	no	27 year old male in Western Washington using program(s) ES*
I like that DSHS helped me in times when I really needed it with food and alcohol treatment. It worked!	Maybe have more staff or another office. It takes 6 to 8 hours to get help now.		22 year old male in Western Washington using program(s) EMS*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like that they have helped me when I needed help. I have not been discriminated against.			33 year old male in Western Washington using program(s) EMX*
The medical they provide children is good. They were helpful and courteous years ago when I first applied.	I have been on DSHS for a long time, the experience I have had them, when I was first on, they were very helpful, but as I was on longer (on SSI) they have not provided good service to me now. I feel the longer someone is on they treat you rudely or are not as helpful. They belittle you or make you feel like you are not worthy of their help, as you should have figured out how to make it on your own by now, etc. I feel that medical coverage for people who are struggling DO need dental and eye care coverage, my son is 22yrs and is almost legally blind and his medical does not cover, he has 2200 in both eyes. I think Obama should have added a clause to help people in this case.	I hope that with my and others input, Obama will consider them.	47 year old female in Eastern Washington using program(s) EMZ*
Gosh, I can't say I like it. It's something I have to do. They are looking out for the children.	I don't really know. I don't know the ins and outs of the system, so it's hard for me to say.		39 year old male in Western Washington using program(s) X*
The staff are bi-lingual and understand what she is trying to say.	Talk to her over the phone instead of having to go there. The phone service is not good.		74 year old female in Eastern Washington using program(s) AEMZ*
I appreciate the help that they give me.			47 year old male in Western Washington using program(s) CEMSB*
I like that they helped me get my priorities together. I can rely on them for help.	Reduce the wait time of the lines at CSO.		25 year old male in Western Washington using program(s) CEMSX*
	I could not see my regular doctor because he doesn't take medical coupons.		62 year old male in Western Washington using program(s) AEMS*
SNAP is consistently on time every month! They answer the phone promptly and they give me the information I need. I use the automated dialing system and I get what I need that way.	Offer Medicaid last longer than 6 months. I got no notification that it was going to expire. I had some medical services in play that did not get covered because I was unaware of the expiration date.		43 year old male in Western Washington using program(s) EMS*
Communication about my needs and what's available.	Respond in timely manner.		33 year old female in Western Washington using program(s) V*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The food stamp people are very kind.	CPS needs a lot of work. There are people who are not qualified to do their jobs, in my opinion. The social worker lied in court about services she said she provided but never did. She did not return messages for two.		25 year old male in Eastern Washington using program(s) CESX*
It is nice to get some help.			48 year old male in Western Washington using program(s) E*
Easy to get info. Helpful staff.			53 year old female in Eastern Washington using program(s) Z*
They have helped me get into the drug and alcohol program.	Get more food stamps.	Nope	25 year old male in Western Washington using program(s) EMS*
Everything I have needed. They have handled things quickly.	Make people available to take phone calls. Too long a wait on the phone. Hire more staff.		34 year old female in Eastern Washington using program(s) EX*
They have provided me with food stamps and medical for my family.	Nothing. I don't know.	No	29 year old male in Eastern Washington using program(s) EMX*
They provided me with the necessary information when I needed it.	Nothing.	No	38 year old male in Eastern Washington using program(s) X*
The department keeps track of the amount of support that I pay each month.	Nothing.	No	41 year old male in Western Washington using program(s) X*
They have provided medical and food stamps for my family and I am very grateful.	Provide housing in a faster way when needed.	No	25 year old male in Western Washington using program(s) CEMX*
I liked that I could pay my support payments on line and that the kept track of what was paid.	More quicker respond to requests.	No	41 year old female in Eastern Washington using program(s) X*
They have helped me with food stamps and medical when I needed it.	Nothing.	No	33 year old male in Western Washington using program(s) EMX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
N/A	no comment	Client made following comments: After DSSX questions: "DSHS questions are mostly not necessary because the questions only reflect partial answers for partial questions. For instance, Question 16 - yes, DSHS takes money from my accounts and gives them to my son's accounts. Use His Smartphone: "I would use my smart phone only if I need to." Voter Registration: "But registering to vote or to find out if a person is registered is not the responsibility of DSHS and should not be." Diversity #62: "Because I haven't had to talk to them in the past four years." NOTE: This was a mail in survey completion.	42 year old male in Western Washington using program(s) X*
Looking at things from many different aspects. 90% of staff including social workers have all be extremely pleasant to work with. They work hard and have tough jobs. Generally individuals doing transportation, licensing, social workers have been wonderful. I know they are doing the best job and want to help the children.	Do things in a timely manner. We are still waiting for paper work from the social worker to arrive in the mail that was promised over a month ago.		50 year old female in Western Washington using program(s) C*
They have provided me with medical for my grandchildren and given me help when I have needed it.	More employees to answer their phones in a timely matter.	Nope	9 year old female in Western Washington using program(s) CEM*
The people at ESA. I got to talk to once I was eligible seemed to care about what I had to say.	Create a better system to serve the crowd ESA. Now you have no way of knowing how long the wait is going to be when you check in.		23 year old male in Western Washington using program(s) ES*
They offered [Identifying Data Redacted] medical and food stamps.	It is difficult for juveniles to get treatment. Case managers (social workers) should make a plan with client about how to care for his health.		17 year old male in Western Washington using program(s) M*
I appreciate the help being there.			23 year old male in Western Washington using program(s) EV*
They always help me no matter what, when I'm pregnant or having a baby.	I don't know.		25 year old female in Western Washington using program(s) EX*
Nothing.	They need to have more staff answer the phones and do reviews after 2:00, and they need to make an exception for the people that don't abuse the EBT card.	No	25 year old female in Western Washington using program(s) CMB*
Nothing.	Nothing.	No	32 year old female in Western Washington using program(s) C*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided with food stamps and medical assistance.	They need to improve the shorter wait time in the office. Improve the call center so that you do not have to wait a long time to get an answer.	Nope.	25 year old male in Western Washington using program(s) CE*
They do provide people with help that need it.	Making sure that people return calls quickly. Last time I called, they didn't call me back for 2 days. I needed help right away. I am disabled and it is hard for me to go into the office, I would rather they do my interviews and process over the phone or by Internet.		26 year old female in Western Washington using program(s) CEM*
Can't think of anything.	Don't know.	no	22 year old male in Eastern Washington using program(s) EX*
The staff honestly seems to care about my needs.	Make it easier to talk to someone on the phone without waiting on hold so long.	no	39 year old male in Western Washington using program(s) E*
I have never had to ask for much from DSHS - so I've always got treated with respect.	I have no concerns and no suggestions.	no	14 year old female in Eastern Washington using program(s) M*
They try to help. Their hands are somewhat tied. There's only so much they can do to help.	Talk to people more to inform them of what they can or cannot get. I don't have any way to get to their office. I don't have enough money for buses, and have no car.		36 year old male in Western Washington using program(s) EHMSVX*
I'm happy to have the resources available because we'd really be in trouble. They have been a lifesaver for our family!	The amount of TANF is hard to get by with. I know that has something to do with the budget, but it's hard. Occasionally, we've had some people who where really rude - made us feel worthless and low.		43 year old male in Western Washington using program(s) EMS*
It was very hard to come to terms with my situation and get up the nerve/resolve to ask for help. I initially was denied; but during the follow-up interview the woman who helped me made me feel okay - even explained what I had to fill out being a student and self-employed. It was a huge relief - I had lost my job, my apartment, my phone - but it worked out for the best 12 months later, but I didn't need any more.	Make self-employed information more readily available.		30 year old male in Western Washington using program(s) E*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Services from the tribe are great. Caregiver connection posting is good, but training for foster is not easy to find on the web. Beda?chelh has been very timely and supportive to the foster child I have because she is tribal. DSHS staff have not been so helpful.	Update the website with currently staff phone numbers. Resolving concerns is hidden under the banner. That is not accessible. Treat foster parents like part of the team. On-line foster parent training times out and is not user friendly. Questionnaires are late in coming. Payments for foster parents are slow, approvals are slow for medical equipment, procedures or psychotropic medication. DDD rating assessment reduces support funds. The workers give false information about appeals process, Medicaid personal care.		14 year old female in Western Washington using program(s) CDM*
They went out of their way to help get SSI/SSDI and helped my children.	Hire more people to answer the phones. I need to talk to a person, not a machine.		48 year old female in Eastern Washington using program(s) EMB*
The workers are very friendly. They have provided me with medical for my children.	The call center needs to be quicker in answering the phone. The time that you are waiting is much too long.	Nope.	1 year old female in Western Washington using program(s) M*
I don't like dealing with them at all.	Treat people better and help people until they can get back on their feet.	No	27 year old female in Western Washington using program(s) CEMSX*
They have a good heart and provide me with the necessary medical needs.	Drop the clients that abuse the system.	No.	9 year old male in Eastern Washington using program(s) DHM*
They are a good resource and provided us with the information needed.	More available respite care.	No	49 year old male in Western Washington using program(s) C*
Not sure.	No	no	82 year old male in Western Washington using program(s) AEM*
They are always helpful and understanding in my situations.	It takes a long time to get eyeglasses, and they cut out physical therapy coverage for my son, which is sorely needed.	no	17 year old male in Eastern Washington using program(s) DEM*
Very quick service.	Nothing.		26 year old male in Western Washington using program(s) E*
The way they have the new system when we walk into the CSO, we hit a button and it has cut down on wait time. The process is much more streamlined now.	Improve the processing time when turning in paperwork.	Can only talk to staff over the phone when needing to talk about support enforcement. I have learning disabilities and sometimes need people to help me. It is easier for me to deal with people personally rather than over the phone.	50 year old male in Western Washington using program(s) EX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Services are available when needed. It is an ordeal to get it, though.	Hire more people. Too understaffed. Would like to talk to a real person.	Really need to hire more staff. People are too rushed when dealing with the public.	61 year old male in Western Washington using program(s) EX*
They help me with assistance when I need it.	Make the wait time not so long at the CSO.		42 year old male in Western Washington using program(s) EX*
They help when services are needed.	They can move a little quicker in the processing of the application.		58 year old male in Western Washington using program(s) EX*
When I talked to my agent, I didn't like him/her at all. When I spoke to supervisor, he was very good and treated me like a person.	Fire [Identifying Data Redacted]! He was rude and talked down to me. I told him my situation and he was not much help at all.	I wish they would not just assume that I am a bad guy and instead of helping me solve the problem.	28 year old male in Eastern Washington using program(s) X*
DCS staff friendly. This is an important thing to get money from the father for the children.	Answer the phones, hire more staff to help customers more quickly.		52 year old female in Eastern Washington using program(s) Z*
I have diabetes and I have the medical coverage that I need. I have a job babysitting through DSHS. It is sub-minimum wages, however.	Provide dental services. Don't make me change doctors. I don't like Molina because the new doctor forced me to change diabetic meter and strips. It does not work as well as the one I had when I went to them. The lines at Division of Child Support are too long.		53 year old female in Western Washington using program(s) EMZ*
Whatever they hand out.			53 year old female in Western Washington using program(s) AEHM*
I like that we all work like a team to help the tenant or resident - this is HUD housing apartments. In person or over the phone, it seems like the CM and people involved in her care really want to work as a team - I really appreciate that.	I would like to be able to get past all the recordings on the phone - have more direct lines that are answered by people! Then, when I get to the last recording, it says that everyone is busy and the phone hangs up on me. People that help serve clients off-site - we need a faster and better way to get thru to DSHS staff!!!! I wish we had someone we could call at DSHS to ask a question general in nature not directly related to a specific client. We feel out of the loop out in the field serving clients.		48 year old female in Eastern Washington using program(s) AEHM*
Well, they have provided much needed services in order to keep me healthy and alive.	Getting in touch with them - communication - reaching them quickly enough, particularly thru the phone systems queuing.		59 year old male in Western Washington using program(s) EHM*
They are friendly the majority of the time.	There is a lot of paperwork issues. Once I had to go down there 3 different times, and they weren't on the same page on what I needed to provide. It ended up being a hassle.	no	32 year old male in Western Washington using program(s) EX*

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They were understanding when I needed help.	Really don't have a complaint about when I was on food stamps.		51 year old male in Eastern Washington using program(s) E*
The workers have been nice, and make it a little bit easier.	Not sure.	no	27 year old female in Western Washington using program(s) EM*
Services are pretty easy to get.	Not sure.	no	8 year old female in Western Washington using program(s) HM*
They helped me when I was laid off from my job and with my first baby. I did not get a job immediately, they helped me attend school and improve my English skills.	There used to be long lines, taking 1 hour to ask a question. Now they are much improved. Wait time is much less. Increase food allotment by 1 or 2%. The 5 years limitation is scary. I would like to see a gradual cutback as I begin working again. I am only working part time while I go to school for English. I would like this taken into consideration. I have no work-study income during school break. I need temporary extra assistance.		9 year old male in Western Washington using program(s) EM*
I like a lot of the on-line stuff now.	If they could stop the automatic letters from being sent. Sometimes you get 3 letters in one week, and they are confusing, because they haven't input the information we sent in yet, so letters are mailed out incorrectly.	no	38 year old male in Western Washington using program(s) EV*
No comment.	More access and easier to them. I would like to actually talk to someone rather than sitting on hold then being transferred over to a voice mailbox. This is especially important since I only have 250 minutes per month on my phone.		47 year old male in Western Washington using program(s) EMSX*
They have services available when needed.	Have better people who understand what is going on with the person they are dealing with.	DSHS needs to do better. They need staff who are more personable with the public. They need to understand people who have diabetes and what can happen.	44 year old male in Western Washington using program(s) AEHM*
I like the fact that they keep track of the amount of money that I have paid.	They need to made sure that the person owes the money and not just take one person advise as to what is owed. Don't charge someone unless you can verify that they owe the money.	None	40 year old male in Western Washington using program(s) X*
The department has helped me put my together and given me the resources that are needed to do this. They have helped me with my drug and alcohol problems, provided me with housing and food stamps and medical.	The wait time that you have to wait in the lobby needs to be shorter. The resources that are available need to be offered to the client in need.	Nope.	34 year old female in Western Washington using program(s) CEMSB*