

## DSHS All

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### Program Codes:

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

C - Children's Services

D - Developmental Disability Services, ADSA

E - Economic Services

H - Mental Health Services, HRSA

M - Medical Assistance Services, HRSA

S - Substance Abuse Services

V - Vocational Rehabilitation Services

X - Child Support Services - Non-Custodial

Z - Child Support Services - Custodial / 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 are very polite when I go there (I am 76 years old). They tell me exactly what I want.			80 year old Asian American/Pac Isl male in Western Washington using program(s) AEM
They are there to help me.	Be open more often. Like if I want to go somewhere today, I can't cause I have to call them a day early.		49 year old American Indian female in Western Washington using program(s) AHM
My caseworker, Shirley Todd, I seriously think she needs a promotion, because people like her make DSHS a good experience, because I feel like she truly cares.	I think the one thing they could do, maybe change their name. Their name has a bad connotation, or reputation. I think the doctors react like DSHS is not a good thing. People don't like dealing with them. And it is rather hard to get doctors to deal with people on DSHS.	I do feel that DSHS is a great program for those that need its services. But, on the other hand, people on DSHS, doctors ought to keep their ethics straight because their ethics are to keep people healthy and not judge what type of insurance they have. When it comes to the Adult Community Home services, I feel that the services are great, but it is a little hard on the chore services workers and I feel that they need better pay.	41 year old Asian American/Pac Isl male in Western Washington using program(s) AEM
I like my caseworker - she is a real nice lady. She understands what I need and what I want. She is a new one (her name is Kelly Sweet). Trish is another nice lady - they work in Kelso.			48 year old Caucasian male in Western Washington using program(s) AM
They have a wide variety of services.	I think they probably need to run their staffing through some kind of training to make them more sensitive to the people they are dealing with.		27 year old Caucasian female in Western Washington using program(s) EMV
They help us with medical, especially with her going through cancer, the medical bills are huge.	If I knew a lot more about the medical program right now it might help. I'm trying to get them (my parents) into low income housing or HUD and I don't know that much about it.		76 year old Caucasian female in Eastern Washington using program(s) AM
We are getting our food stamps and medical through them.	They could have scheduled the appointments earlier so we don't have to wait for medical and food stamps so long.	There is one thing about Compass Health, they are going downhill. There is a lot of stuff going downhill, there is a lot of workers not taking care of their clients and people that are out of control. One guy named [Name Redacted] thinks he owns the place, and he cuts down people, he insults me. I'm waiting for the state to approve to get my dentures redone and I've waited almost 6 months.	49 year old Caucasian female in Western Washington using program(s) EHMV
They are willing to be helpful within what they have to work with.	DSHS could speed up the medical coupon delivery to me.		55 year old Caucasian male in Western Washington using program(s) EMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The people are very nice. They have provided me with medical and food stamps. I also have a caregiver who helps me.	Not much.	No	45 year old Asian American/Pac Isl male in Western Washington using program(s) AEM
They are quick to answer questions and they explain everything very well.		One time when I called the 800 number, one of the telephone operators was really rude to me.	21 year old Hispanic female in Eastern Washington using program(s) MV
When they worked on my case - they got back to me right away.	I have a weird case. DVR should come up with something to help dyslexics. I need a computer and DVR wouldn't or couldn't pay for it.	I would appreciate it if they didn't call until after 10 a.m. in the morning. And, develop a better clue as how to work with dyslexics.	47 year old Caucasian male in Western Washington using program(s) V
Provided care for my mother and medical assistance.	Streamline the paperwork of the medical services.	No can't think of any.	97 year old Caucasian female in Western Washington using program(s) AM
I just think that they have excellent communication services.		Thank God for DSHS - I have been through a tough time.	60 year old Caucasian female in Eastern Washington using program(s) EMV
It provided me with the services that I need. It is there for the people that need it.	I can't think of anything.	No	76 year old Caucasian female in Western Washington using program(s) AM
Everybody is very supportive.	I think they lack the number of qualified personnel to serve the people that need help. They have been waiting to get someone to get on my case from some other entity but nothing has happened - no one has materialized.	I have never met people who are more kind.	46 year old Caucasian male in Western Washington using program(s) V
Everything that they have provided for me.	Nothing.	When do I get the groceries?	24 year old Caucasian male in Eastern Washington using program(s) AM
I only have to deal with one person.	They need to improve the communication skills on the phone computer because it will never take to you to where you need to go.	No I think that is it.	63 year old Caucasian male in Eastern Washington using program(s) AEM
I must say that the answer phone (1-800 customer service #) has been very helpful.	When DSHS changes my benefits, they are not very explanatory about why. They use a lot of codes which I only understand to an extent. Some of the statutes that DSHS must work with are unfair.		46 year old Caucasian female in Western Washington using program(s) EHMVZ
They help me with my medical bills since I do not have the money to pay for them. The chore person is also a big help.	I can't think of anything.	Nothing that I can think of.	81 year old Caucasian male in Eastern Washington using program(s) AM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have always taken care of everything and everything has been great.	No problems and I cannot think of anything that they could do better.	No I can not think of anything.	40 year old Caucasian male in Eastern Washington using program(s) AM
	DSHS could help me get a paying job without arguing with me.		20 year old Caucasian female in Western Washington using program(s) MV
They provide me with medical and food stamps.	They should provide for single people that do not have kids or are not married just like they do for married or single parents. Single people still need the services. Consider that single people need to have help getting their GEDs and also need help getting a job, drivers license, connection with housing in your area, and the time needed to keep you stable.	No, I have nothing else to say.	26 year old Caucasian male in Eastern Washington using program(s) EHMV
Everything is easy to get to, locations are convenient and staff are courteous.			33 year old Caucasian male in Western Washington using program(s) EHMSVX
	They could have a better understanding that their program focuses on providing training for jobs and that's about all.		49 year old Caucasian male in Western Washington using program(s) V
I like dealing with DSHS because they are there to help people when they need help. They have different programs to meet different individual needs which is a plus.	I believe that there should be some leeway with the rules as far as caseworkers because not everyone fits into each rule. When someone comes in just to get help for three months, I don't see where there is a problem with giving them three months worth of help and then cutting them off.	DSHS is there to help people who need to have help and I think it would be a shame if they cut services.	43 year old Caucasian female in Eastern Washington using program(s) EVZ
I like the fact that my daughter has the medical coupons.	Process the claims faster for medical equipment. DSHS shouldn't limit the brand or type of medicine that is needed by my daughter.	We pay for private insurance for my daughter and it is primary coverage. We use the medical coupons for secondary coverage. We are afraid to drop her private medical insurance coverage because some doctors will not accept the medical coupons. The medical equipment takes too long to get approved.	20 year old Caucasian female in Western Washington using program(s) DMV
They are helpful and provide good services.	DSHS programs should communicate better with one another. They should listen to me a little bit better.		25 year old Caucasian female in Western Washington using program(s) HMV
It has been a pleasant experience dealing with DSHS, for someone who never wanted to turn to help.	The only beef I have is when my financial worker doesn't call me back.	I have been fairly satisfied with everything.	51 year old Caucasian female in Western Washington using program(s) EMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide medical care and services for my mother and if she has special needs they are very quick at providing the needs needed. Very pleased.	Too many voice mails. Rarely get a human person to answer the phone.	No, I have been very happy. The people that I do speak to are very kind and understanding.	80 year old Caucasian female in Western Washington using program(s) AM
They give me medical, chore services, food stamps.	Get better people to help and understand clients in the CSO where I get my food stamps. They need to have people that care about you. I cannot go there anymore because they treated me so so bad.	No, I think you are very sweet and I love you.	82 year old Caucasian female in Western Washington using program(s) AEHM
	It would be better for DSHS to explain to me (Mother) where the benefits are coming from. Who is paying for what?	I would love it when DSHS provides a service if DSHS would send out a form that designates who pays for what for my son.	34 year old Caucasian male in Western Washington using program(s) MV
That it provides me with my medical and food stamps and without it I would be living on the street.	Listen to the people and not judge them by their looks. Everyone needs help.	No.	64 year old Caucasian female in Western Washington using program(s) AEM
The caseworker at DVR is a wonderful, supportive guy. He is intelligent, a good listener and is very supportive.	I would think probably the amount of paperwork you fill out and the way it has to be done. The last time I went in and filled out paperwork, I was sent away to come back at a different time, because they could interview you in the morning when you turned in the paperwork. I came back several times and it was not clear that if you came in the morning they could take the paperwork. So I ended up going in several times and was not able to turn in application for several days because I didn't understand that you could only turn in application for assistance in the mornings.	I just want to say that I am grateful that they have resources for these circumstances because I don't know what I would have done for food without benefits. And as far as DVR, I don't know what I would have done for job opportunities, they really are supportive and build you back up and let you know that there are job opportunities for you.	47 year old Caucasian female in Western Washington using program(s) EV
I am grateful for the services that have been provided for me like medical and food stamps. I am very pleased with them.	Nothing I have no problem with DSHS. It would be nice if the medical coupons could reach us on the last day of the month instead of the first day as sometimes I have appointments on the first and no medical coupon.	Not that I can think of.	74 year old Caucasian male in Western Washington using program(s) AEM
I have to say 'neutral' as my wife is the one who deals with the agency.	In my opinion, when people start back to work, or start to make income, they are too quick to take away food stamps or assistance which tends to make the transition very difficult.	I think that my biggest let down are the providers, like my orthopedic surgeons. When they find out that you have Medicaid they get really rushed and they don't explain much and they don't take time with you, etc. You can almost see/feel the difference in treatment as a patient on Medicaid and one on private insurance, maybe because they aren't paid as much through the Medicaid.	30 year old Caucasian male in Western Washington using program(s) EMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have improved their services so you don't have long waits.			45 year old Caucasian male in Western Washington using program(s) EHMV
When I need something they come right away.	They've done everything.		51 year old Hispanic female in Eastern Washington using program(s) AEMZ
They send you to classes and workshops to get you more education. They help you with daily needs like food stamps, medical, and you are able to pay your bills when you don't have any other income to look forward to. Helps you get better on your feet.	Nothing too much. Increase the amount of food stamps that you get so that you can be able to make your meal and prepare them better.	Not really. DSHS is there when you need them and I thank you for that.	30 year old African American female in Western Washington using program(s) AEM
I am always treated well.			60 year old Caucasian female in Eastern Washington using program(s) MV
It would be if they could find me a job.	I am not sure.		43 year old Caucasian male in Eastern Washington using program(s) MV
Very thankful for the services and support, and resources that we have received. They are life saving.	We need to have more dentist and doctors available that will take the medical coupons. We need a booklet that describes the services for dental and medical and if these services are covered.	No. Everything is great and I am very thankful.	27 year old American Indian male in Eastern Washington using program(s) AEHM
I don't know.	Don't know.		50 year old Caucasian male in Western Washington using program(s) MV
They provide me with my medical and mental health.	Change the standard for the people being eligible for food stamps. When they send out a notice and you call in to get help with that notice, it would be nice if you could get the phone call back within 24 hours instead of two weeks later or never.	No. Just like I said when they send me paperwork and tell me to call them and you call them and they do not call you back it is no fun to play phone tag. The paper still needs to be completed.	45 year old Caucasian female in Western Washington using program(s) AHMZ
I don't understand why they changed the amount of money they pay my provider.	It costs me too much for medical. They take out too much from my Social Security check.		84 year old Caucasian female in Western Washington using program(s) AM
Just that they are very helpful in determining what my needs were and assisting with my needs.	I don't know.		45 year old African American female in Western Washington using program(s) MV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I have never thought of [Name Redacted] receiving services from DSHS although she is on DSHS lists. But, I have never connected DVR or DDD as part of DSHS.	The paper trail is horrendous for everyone including DSHS staff. And, I think there is a disconnect between the different Divisions within DSHS.	A simple comprehensive website would be great that displays all services available from DSHS. And, that website should have links to direct individuals.	23 year old Caucasian female in Western Washington using program(s) DMV
They provide me with the care that I need.	Increase the amount of food stamps.	Nothing.	53 year old Caucasian female in Eastern Washington using program(s) AEHM
Not having to deal with DSHS is what I like the best. They used to call me in every six months, but they don't do that any more.	Provide more information on their services. They don't willingly let us know what services they offer.		50 year old Caucasian female in Western Washington using program(s) AEM
The friendliness.			18 year old Caucasian male in Western Washington using program(s) EMV
The idea of help for my disabled son getting a job.	Shorter time lines for job training and/or placement, more detailed training and after employment support.		20 year old Caucasian male in Eastern Washington using program(s) V
They are nice. They provide me with my medical and food stamps. Strongly thank you all for this help.	We need to have more food stamps.	Thank you for the support.	59 year old African American female in Western Washington using program(s) AEM
They are respectful, caring and responsive. The people are great!	Unshackle DVR so they can do their job. There is way too much political correctness. For example, the people that help you get a job are called with vendors. What is with that? Why do I have to interview vendors and then pick one to work with?	It's been a delight!	57 year old Caucasian female in Western Washington using program(s) EMV
I thought caseworker Christine Gilbert (Kent) DDD office was awesome. Over the years it has been great service received from DDD.	There is way too much paperwork.		19 year old Caucasian male in Western Washington using program(s) DMV
	They can decide what they can do for you, and then go do it.		31 year old Caucasian male in Western Washington using program(s) V
	Treat people with respect. Understand the other person's situation. I think if they did that they would improve their services a great deal.		40 year old Caucasian female in Western Washington using program(s) EMVZ



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
It is out there for use on an emergency basis and you can get taken care of right away.	I am a single mom with four kids and have busted my rear for years. I see other people access state services and not try very hard. It seems as if you are young and have a child it is easier to access. It seems like an escape for some people. They need to have more stringent monitoring.	I wish that they would allow us more vouchers for gas and for hygiene. I hardly get any money and it's hard to afford gasoline and laundry detergent and personal hygiene products.	49 year old Caucasian female in Western Washington using program(s) V
Hope.	Everybody should be on the same page, if I am working with DVR counselor and a Mental Health counselor, they should talk to each other.		52 year old Caucasian male in Eastern Washington using program(s) EHMVZ
They provide good services through DVR. They do a good job. Food stamps is a good thing when you can get them.	I wish you could get food stamps quicker. I think they could be more efficient in providing services, instead of waiting in lines for 2 to 3 hours. I wish they could process the applications quicker.		20 year old Caucasian male in Western Washington using program(s) EMV
"NOTHING TO SAY."	"NOTHING TO SAY"	NO	20 year old Caucasian male in Eastern Washington using program(s) CV
They are helpful.	Answer my telephone calls much more quickly.		47 year old Hispanic female in Western Washington using program(s) CEMSVZ
Very kind. They don't put you down because you need help. They have provided me with medical and food stamps and chore services for which I very thankful.	Perfect like they are. Can't think of anything.	Nothing to say.	78 year old Caucasian female in Western Washington using program(s) AEM
It's a very good service for people with disabilities and that don't have a job.	I think they are doing very good.	DSHS is working pretty good and they are helping people to get back to their job. They sent me to training.	58 year old Asian American/Pac Isl male in Western Washington using program(s) V
We only have to go to Group Health for everything.		I had an appointment on Oct. 21 with DSHS to sign up for food stamps. DSHS wanted a copy of my rental lease. I went to my landlord to get it and it took all day. I missed my DSHS appointment and they gave me lots of grief over that even though it wasn't my fault.	34 year old Caucasian female in Western Washington using program(s) MV
I like dealing with the lady counselor that deals with Social Security in the Spokane office.			94 year old Caucasian male in Western Washington using program(s) AM 39 year old Caucasian male in Eastern Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I don't like anything about DSHS. They could improve more by listening to what a person really says and needs. The way they figure things like income is absolutely wrong, and living expenses, they are really out of touch on what it takes to live.	They could better figure out financial needs, and be in touch of prices of things today. They don't provide you what you need to live.		55 year old African American female in Western Washington using program(s) AEHM
They have helped me with my medical and food stamps. They are understanding and without them I would have a big problem.	Speed up the process of getting the things that people need like DVR getting the equipment that I need to work with in my employment.	I don't have any more comments.	31 year old Caucasian female in Western Washington using program(s) EHMV
They are prompt and courteous and friendly.			83 year old Caucasian female in Western Washington using program(s) AM
Everything.	You don't have to improve anything - you are top quality.		24 year old Caucasian male in Western Washington using program(s) EMV
The care that I am getting.	Let me have a little more of my money each month. \$40.00 does not go very far for personal needs per month.	No - not right now.	64 year old Caucasian female in Eastern Washington using program(s) AM
Years ago it was such a convoluted mess at that time, and now it seems to be more streamlined.			67 year old Caucasian female in Eastern Washington using program(s) AM
Everybody has been very helpful. They are quick about getting back to me.	When I received Medical Assistance and Food Stamps - it was very confusing especially Medical Assistance. The fact that they look at Gross Income for spend-down purposes - I think they need to look at net especially when we pay out \$700 a month for medical insurance.	I think DSHS works really well with people that have disabilities and they don't treat you with disrespect at all.	56 year old Caucasian female in Western Washington using program(s) V
Without these services, people could not make it. Because of her illness the medical coupons have saved her life repeatedly. Also the food stamps have made her food budget go farther so that she can eat the right foods and has been able to live longer.	Convenience - more doctors and specialties to accept the medical coupons.	No, because the services that we have been getting are wonderful.	60 year old Caucasian female in Eastern Washington using program(s) AEM
I have recently talked with an attorney from DSHS and she has been very helpful to me.	My caregiver will not make an appointment for medical care on my thumbs. I fell down and my thumbs got severely bent off to the side and were dislocated or the tendons got ripped.		37 year old African American male in Western Washington using program(s) AM
	They are doing okay.		53 year old Caucasian female in Western Washington using program(s) ADM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like it best that they are there with support when necessary. They are there for financial, food or recovery needs.	They should improve their communications with other divisions within DSHS and with clients.		28 year old Hispanic male in Eastern Washington using program(s) ESV
They have provided me with medical and food stamps which helps a lot.	Increase the amount of food stamps that I receive each month. Not many doctors that accept coupons, and dentist also.	No, but I hope that I win the groceries.	75 year old Asian American/Pac Isl female in Western Washington using program(s) AEM
They are courteous and do well.			72 year old American Indian female in Western Washington using program(s) AM
They are very informative and very friendly and they are not judgmental. With my MS, you can't see my symptoms.	DVR should have more staff to assist clients on a more one to one basis.	Keep up the good work and I hope they continue to help people with their disabilities.	37 year old Caucasian female in Western Washington using program(s) V
Nothing.	Higher standards for the food stamp program so that more of the mid-class people can get food stamps. Also needs to have medical for a single person.	No.	42 year old Caucasian male in Western Washington using program(s) DV
	A 41-yr-old lady comes over and helps me everyday, 7 days a week, and because she has a criminal record of smoking some pot about 6 months ago and spent one day in jail and is paying a \$1000 fine, they won't pay her from Home and Community Services, so I pay her money out of my own pocket which I can't afford. I only have \$700 left to pay for rent, and bills and everything else. Why can't they pay her to do this work she does for me 6 to 8 hours every day? I am 82 years old and they said she maybe could get paid after a year. I can't wait, as I am crippled.		82 year old Caucasian female in Western Washington using program(s) AEHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	I am a crime victim and I have some issues and disabilities as a result of a violent crime. DSHS doesn't help me and says that I am on my own. They deny knowledge of existence of the Crime Victims program. As far as DSHS responding, I have on two separate occasions on the day of my appointment or after my appointment saying that if I didn't show up I would be dropped from assistance. The last time that happened, my crime victim advocate got me an appointment in a time frame that I could meet.	I am at this time fifteen miles from the Centralia CSO. I am thirty miles from the Olympia CSO. I have gone for the past year without a driver's license because of Support Enforcement's actions and I was told I could not come to the Centralia CSO and I had to travel to Olympia CSO which is a hardship. I have been attempting to get some help with my mental and physical health, but have gotten no help from DSHS. Again, this is in total disregard to a Superior court order regarding my injuries from a violent crime. As far as DVR, they disputed my evaluation by two separate caregivers with no knowledge of me and with no interview with me regarding my mental and physical condition. I felt DVR pushed me out the door. It took DVR four months until I got fed up with DVR and stopped going to their appointments. I feel DSHS puts people off until they just give up.	54 year old Caucasian male in Western Washington using program(s) EH VX
They are able to help people in daily needs. They have provided me with my cash, medical and food stamps that has made it so that I can care for my children and myself.	They can send our medical coupons out on the end of the month instead of the 1st day of month so that we have them to go to the doctor on the first day of the month.	No - but it was great doing the survey on the phone.	41 year old African American female in Western Washington using program(s) AEM
I am starting to make something of my life and they are helping me with that. I am starting to be independent.	I think the Medical Coupon system needs improvement as far as I don't know what services are covered and what services I can receive.		19 year old Caucasian male in Western Washington using program(s) HMV
I like the way people at DVR listen to you.			36 year old Caucasian male in Eastern Washington using program(s) DEMV
Well, they are kind of good I guess.			62 year old Caucasian female in Eastern Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have a few caring workers, but unfortunately many of them are just there and not very helpful.	First of all, the confidentiality is not handled very well. Secondly, they wouldn't allow me to go back into a private room because I couldn't have my service dog there since some people might be allergic to animals. But, this is a certified service dog and they still wouldn't let dog in. So, they took my personal information in the lobby area with absolutely no privacy at all. My caseworker was so uncaring and all she was concerned about was getting the paperwork done and completed correctly. Her name [Name Redacted] at Town Plaza Vancouver DSHS office. At DVR, they kept losing my file and it has been three years now that I have waited for services from them! I am a double amputee - but, DSHS insisted that I have X-rays taken to certify that I was missing some of my limbs.	They need to do an overhaul of the entire system. They need to make it more efficient and the information more consistent and across the board. Each caseworker interprets the laws and rules differently.	49 year old Asian American or Pacific Islander female in Western Washington using program(s) EMV
When I have a worker that will listen to me and provides me with my medical, food stamps, and DVR services that I need.	I think they can improve on the medical services and provide us with a list of doctors and dentists that are taking the medical coupons. Working hand in hand with DVR is helping me get a good job that I can live on.	No - I think the survey went good.	39 year old Caucasian male in Western Washington using program(s) EMSV
They are there when I need them.			74 year old Hispanic female in Eastern Washington using program(s) AEHM
They have provided me with a place to live and medical assistance.	I need more money. The amount that they allow me each month is not enough for my personal needs. Less paperwork and paperwork that I can understand.	Nothing.	69 year old Caucasian female in Eastern Washington using program(s) AM
I like Kathy Neely at DVR. She is real good and helped me a lot. She is very supportive.	Have more people working at the front counter. We usually have to wait for up to half a day just to talk to the front desk person.		25 year old Caucasian male in Eastern Washington using program(s) EMSV
They are very quick at providing the medical care that I get.	Help the adult senior clients complete an application.	No - It is great.	84 year old Caucasian male in Western Washington using program(s) AM
We have never had a problem with the department. They have provided us with medical and other assistance.	Less people per caseworker.	No, I don't.	87 year old Caucasian female in Eastern Washington using program(s) AM
	They could provide for special services - for example - a lot of specialists wouldn't see her to check out her knees. They wouldn't accept the medical coupons.		60 year old Caucasian female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Their payments are usually on time.	Have more social workers.		74 year old Caucasian male in Eastern Washington using program(s) AEM
I like that there is so many aspects to it. If they let the people know what is available, I would have no problem with referring people to DSHS. Lots of avenues to service.	So many times in working with DSHS - as a fair person - I work a lot with CPS and with Financial Services (TANF) - they can get the services delivered easily. As far as CPS goes, the information on the street is rather scant. Also, CPS staff - the right hand doesn't know what the left hand is doing.		49 year old Caucasian male in Western Washington using program(s) VX
They help me out a whole bunch.	No, nothing that I can think of.	Not at this time.	75 year old Caucasian female in Western Washington using program(s) AM
Caring considerate and kind people. They provide me with my medical assistance.	I don't think that they could improve the services.	No - Everything is great.	55 year old Caucasian female in Western Washington using program(s) AHMV
Provided everything that I have needed such as medical.	Not sure.	No, I don't.	58 year old Caucasian male in Eastern Washington using program(s) AM
My caseworker makes all the difference in the world.	When I was researching DSHS resources I was stumbling through the website (about 3 yrs ago or more).	The services have been a Godsend.	98 year old Caucasian female in Western Washington using program(s) AM
When I need help I can call and get help. They also provide me with my medical and food stamps which I need.	I can't think of anything.	No, nothing. I think that we have got all bases covered.	62 year old Caucasian female in Eastern Washington using program(s) AEM
They provide my medical needs and home care.	Provide more hours for caregiving. I need to have 24 hr care and the state will only pay for 126 hours per month which is not enough. When I have to go to the doctor I have to pay out of my own pocket for someone to come and stay with me. Why are the hours so low. The computer is the one that tells me how many hours each person gets. Why does not the doctor determine this and not the computer or the state? The state only pays for 5.25 days a month when there are 30-31 days in a month.	DSHS should be a little bit more in touch. Only seeing or check on a client once year is not enough sometimes.	43 year old Caucasian female in Eastern Washington using program(s) AM
The people that they hire are experienced in their field and are good at communicating with clients who may have the same issues as the DVR staff may have experienced at one time.	My medical coverage was switched to a new plan that came into effect - it limited my choice of medical coverage facilities. They had to be within the county where the DSHS office was located. I was in King County, but my psychologist was in Snohomish Country. This created problems for me!	I have had good experiences with DSHS.	40 year old Caucasian male in Western Washington using program(s) EMSV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
When I needed services, they took one look at me and I got food stamps that day, and medical availability that day, and got my medical ID card the next day.	Get more help, they are usually always swamped. There are doctors available here, but at times it's hard to find a doctor here on the harbor (Grays Harbor).		53 year old Caucasian male in Western Washington using program(s) AEHM
The worker at the CSO is very helpful. She always listens to my problems and guides me in the proper way.	I really don't have anything to say.	Nothing, but I am thankful for the services.	92 year old Caucasian female in Eastern Washington using program(s) AM
They have always given me the answers, and it has always been easy to get to the right person. I was very surprised at how well it worked.			80 year old Caucasian female in Western Washington using program(s) AM
They provide me medical care and assistance in the place that I am living.	Nothing.	Nothing.	86 year old Caucasian female in Western Washington using program(s) AM
I like when my mom has medical coupons and food stamps because it is very helpful. She is diabetic and that is very helpful.			68 year old Caucasian female in Western Washington using program(s) AEM
They listen to what I have to say and they do try to do the best they can.	Be more accessible, be able to get ahold of them when you need them to discuss things.		55 year old Caucasian male in Eastern Washington using program(s) AEM
I think they are courteous and well intentioned and tried to communicate well at his level.	Again have a better understanding of who he is and what motivates him.	I think from the DVR concept, they underestimated him and what his goals are and the people with which he likes to work and can work.	30 year old Caucasian male in Western Washington using program(s) DV
The services that they have provided for me.	I don't know.	None.	56 year old Caucasian male in Eastern Washington using program(s) AEHM
The needs that I have are taken care of. My medical, food stamps, and mental health are provided for me.	They can provide dental care as no dentist will accept my medical coupons. The \$339.00 that I received each month is not enough to live on.	I hope to get the groceries. Very happy and very thankful for all that welfare has done for me.	59 year old Caucasian female in Eastern Washington using program(s) AEHM
	DVR should get staff that does a better job for clients.		48 year old Caucasian male in Western Washington using program(s) V
They have provided me with medical coupons and food stamps. Also it is helpful to have a person come into my house and help me with my housework and take me to the store.	I have a prescription for marijuana with a doctor's order, but I cannot get it with my medical coupons. You have to buy it yourself and my income is very limited.	I am grateful for all they do for me.	75 year old Caucasian male in Western Washington using program(s) AEM
So far, with me, I get my response right away or within a day or 2. I've never had to wait very long for services.			77 year old Caucasian male in Eastern Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I just don't know. I'm glad they are there to help.	I keep getting the feeling that they may cut off my medical. They are dealing with elderly people who are not good at doing all the paperwork.		71 year old Caucasian female in Western Washington using program(s) AM
I have had no problems. They have been real good to me and provided me with the medical coverage that I need.	It is about the most perfect thing that I have had.	No, but it is just wonderful.	80 year old Caucasian female in Eastern Washington using program(s) AM
Their availability and programs.			20 year old Caucasian male in Eastern Washington using program(s) EV
They provide me with medical coupons and a person who comes to my house to clean it.	Make it equal amounts of food stamps when the person has the same amount of rent and income.	No, I don't think so.	78 year old Caucasian female in Western Washington using program(s) AEM
They are always there when I need them.	Maybe send 2 sets of medical coupons, in case one set gets lost.		18 year old Caucasian female in Western Washington using program(s) MV
It enables me to have access to the mental health as I would not be able to get counseling if it were not for DSHS. The prescription coverage has been a miracle.	The psychiatrist is not available, I only can see him 4 times a year. And there have been many times where I have not been doing well emotionally and would have accessed him if I could have.		28 year old Caucasian female in Western Washington using program(s) HMV
They send out letters and if it is very, very important, they call me.			56 year old Hispanic female in Eastern Washington using program(s) EMVZ
They have a thoroughness for details.	Have seminars for both parents for all of DSHS, to get information about their services.		54 year old African American male in Western Washington using program(s) VX
They have provided me with the services that I need.	Provide me with dental coverage or give me a list of the dentists that take medical coupons.	No, I don't.	66 year old African American female in Western Washington using program(s) AEHM
We have been able to get help, which is really helping our family get back on our feet.	Provide us with better dental coverage.	No, just thank you . You have been very helpful.	34 year old Caucasian female in Western Washington using program(s) ACEM
You can get services by phone or mail or in person.	I don't know.	Nothing to say.	86 year old Asian American/Pac Isl male in Western Washington using program(s) AEM



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The assistance that we received is great because without it we would have a very hard time. We are grateful for the services that we received.	The dental program needs to improve.	No, I think that you covered it. We are very grateful for the services	23 year old Caucasian female in Western Washington using program(s) ADMV
They provide me with services that I need.	Need more dentists available.	Nothing to say, but I do appreciate the services that I get.	73 year old Caucasian female in Western Washington using program(s) AM
We get help.	ESA needs to listen more and understand our needs.	We used to live in the Seattle area, but now live in Yakima. It is so much easier to get services in Yakima since the CSO is much closer and there is less traffic. And, the lines at the various state offices seem to be much shorter and we get served a lot faster!	46 year old Asian American/Pac Isl female in Eastern Washington using program(s) EHV
That they help people.	DVR should have a better check and balance system for their employees in how they treat people. Maybe have a little better drug testing program for those receiving DSHS benefits.		47 year old Caucasian male in Eastern Washington using program(s) V
I like dealing with the people. Michelle is the financial person and Lisa is the caseworker. They are in the Smokey Point office. I like dealing with these two people.			86 year old Caucasian female in Western Washington using program(s) AM
They pay my rent.	The financial department could use some improvement in their accessibility to talk to a financial person by the DSHS client. One financial person didn't treat me well.		66 year old Caucasian female in Western Washington using program(s) AM
Our provider for the aging services here is a very personable and empathetic person. The services are very good and we have had very good experiences.			98 year old Caucasian female in Western Washington using program(s) AM
My caseworker at DVR - she is Kathie Richards at Worksource Building in Olympia.	Be more clear about services are available.	I am just wondering if the state budget crisis is going to affect the level of services?	35 year old Caucasian female in Western Washington using program(s) EV
All the social workers and case workers and financial workers have all been wonderful in getting me the help I need, the supplies, and the mental/emotional support that I need.	The only thing is that when you first walk in, the receptionist could be a little more friendly and receptive, they seem kind of rude and hurried.		58 year old Hispanic female in Eastern Washington using program(s) AHM
I like the medical coupons - very good.			96 year old Asian American/Pac Isl female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They do everything on time, and have good manners and treat me good, with respect.	Have more doctors available and more services covered. My mother needs massage, as she has problems with low back. Doctors don't want to take coupons.		80 year old Caucasian female in Western Washington using program(s) AEM
I don't know.	I don't know.	We do have a problem talking to hospital and doctor staff and at the emergency room in hospital as they do not have interpreters. When we do not have our daughter with us we have a problem understanding people and them understanding us.	76 year old Asian American/Pac Isl male in Western Washington using program(s) AEM
Everything that they do is good.			57 year old Asian American/Pac Isl female in Western Washington using program(s) AEM
They give me my medical coupons which is the thing I need the most.	Everything is good, I can't complain.		59 year old Hispanic female in Eastern Washington using program(s) AEM
I have a really good case manager at DSHS - Aging and Adult Services. Anything I need, Patrick, the counselor tries to get it. Since I go to a private mental health center, I don't have a mental health manager. So, I don't get all the mental health counseling that I need.	Improve mental health service delivery as outlined above.		66 year old African American male in Western Washington using program(s) AEHM
I think all 3 programs are great.	I think they should stay as they are.	What is the purpose of this survey?	80 year old Caucasian male in Western Washington using program(s) AEM
They are helpful and the people that come to visit me are very sweet to me. She lets me know what hours I have and different needs that I might need.			40 year old Caucasian female in Western Washington using program(s) AM
Case managers that I have had in the past have been very very good.	I am worried that potential budget cuts will reduce or eliminate availability of the COPES program. He is not eligible for COPES at this time, but I wish he were.		23 year old Caucasian male in Western Washington using program(s) ADM
	Caregiver works longer hours than he is paid, when he takes client to doctor it takes all day and he is only paid for 6 hours and I am also his interpreter.		79 year old African American male in Western Washington using program(s) AEM
I like your services because they are there for the people that really need it.	I have some friends that are between a rock and a hard place. They get medical coupons, but cannot afford to get food stamps because they make \$2 too much to qualify for them.		55 year old Caucasian female in Western Washington using program(s) EMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think that over the years they have provided lots of services and care to my son [Name Redacted] although we have run into some roadblocks, dead ends and brick walls. But, overall, he has had good services from birth to three, good services from 14 until now.	The change in caseworkers at DDD sometimes makes continuity of care not happen. Service delivery works better with a minimum of change in caseworkers.	The legislature should just lavish funds on DSHS.	23 year old Caucasian male in Western Washington using program(s) ADHMV
I appreciate what they are doing for me.		I am very happy with DSHS services!	67 year old Caucasian female in Eastern Washington using program(s) AEM
Sometimes the service is good - sometimes not so good. For the past five years, we received \$300, sometimes \$150 in food stamps.	I guess it's up to the government to help us a bit more. We are denied services much of the time.	I just want to know if they can give my husband some assistance because he has diabetes and needs eyeglasses.	54 year old Hispanic female in Eastern Washington using program(s) EMV
	It is an aggravation to have Aging and Adult Services come out to make me eligible every year. I am in a wheelchair and my situation doesn't get better.		46 year old Caucasian male in Western Washington using program(s) AM
	They could work on DVR - just make the staff explain things better.		29 year old Caucasian male in Western Washington using program(s) AEMV
They have been a great help because when you first start into something like this you don't know where to go. They have been very helpful in pointing us in the right direction and putting us in touch with the right folks and right companies. The Mental Health program has been very helpful.	At one time, I had a hard time with the DSHS caseworker. He talked to the client, but he needed to talk to me as the authorized representative!		89 year old Caucasian female in Eastern Washington using program(s) AEHM
The social worker we have is really good and gets things done quickly.	DSHS should change the comprehensive assessment. Make it more favorable to adult family homes.		90 year old Caucasian female in Eastern Washington using program(s) AM
I think overall that we have gotten really good service and we appreciate everything. My grandmother has COPES services.	I think that interagency training missed hospice and home care whom we really depended on. The staff didn't know the rules and told us really bad financial information about eligibility. For three years, we struggled financially because of the advice they gave to us.		79 year old Caucasian female in Western Washington using program(s) AM
I like being able to meet someone in person. It has been helpful and they schedule appointments as soon as they can.	As I said before, assistance with Internet development.	One thing that has always impressed me is that DVR staff are always pleasant with me. That's extremely important to me.	53 year old Caucasian female in Western Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>Transportation services for the Medicaid rides need improvement. They need someone in the contractor's office to answer the phones so I can make an appointment for my mother's transportation to her doctor's appointment without sitting on the phone waiting for someone to answer for up to an hour.</p>	<p>My mother had an appointment with podiatrist for 11:30am, we were suppose to be there by 11:40 and we depend on medical transportation due to mother's disabilities. We arrived there at 11:42 and were turned away. This is 40 some miles from our home and took much prearranging weeks in advance to get appointment and transportation arranged for this specialist appointment. Due to weather/road conditions, traffic was slowed which made us 2 minutes too late.</p>	<p>81 year old Caucasian female in Western Washington using program(s) AEM</p>
<p>There is a lot of good information that I didn't know about for my son before contacting DSHS.</p>			<p>20 year old Asian American/Pac Isl male in Western Washington using program(s) DMV</p>
<p>Their orientation was good for information and at the same time they let you know who your counselor was. (DVR)</p>	<p>Have better communication, even if they sent a letter once a month, saying they were waiting on something or give a current status of my case. They could listen better, they were dwelling on my previous history, and were not listening to the current situation and the future. They were trying to make me go backwards, not forwards.</p>	<p>When they closed my DVR case, they didn't check in with me to see how I was doing. I have had bad experience with them returning phone calls and just plain communicating with me. They should do more follow up on people as well.</p>	<p>40 year old Caucasian female in Western Washington using program(s) V</p>
<p>That I can get to DSHS and at least they can listen to my questions and give me some answers.</p>	<p>More prompt call backs (returned telephone calls). Speed up outgoing and incoming mail processing and delivery.</p>		<p>37 year old Other Race male in Western Washington using program(s) EMVX</p>
<p>I like it in general.</p>	<p>It is good.</p>	<p>I tried to get help caring for my blind mother while she was alive. And also wanted to help take care of my father, and finally in the last 3 years I am getting paid for caring for him for 86 hours a month. He is now 88 yrs old. I would like to get paid more hours as I take care of him more than that a month.</p>	<p>88 year old Hispanic male in Eastern Washington using program(s) AEM</p>
<p>They were pretty streamlined and pretty fast. Once you go through the hoops, they are pretty good at helping you out - not many delays.</p>	<p>My child support worker wasn't very polite, was rude at times and not very understanding. I had to go over his head to get results.</p>		<p>47 year old Caucasian male in Western Washington using program(s) EMVX</p>
<p>Everywhere polite people treat my father good.</p>			<p>76 year old Caucasian male in Eastern Washington using program(s) AEM</p>
<p>I like the hospital services.</p>			<p>81 year old Asian American/Pac Isl female in Western Washington using program(s) AEM</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Just haven't had a lot of contact with them.	Get in contact with the client or their representative of the client. They need to make sure that everything is going okay.		21 year old Caucasian female in Western Washington using program(s) DMV
They have good services.			95 year old Caucasian female in Western Washington using program(s) AEM
Everything is good.			73 year old Caucasian female in Western Washington using program(s) AEM
She gets SSI.	No problem.		71 year old Caucasian female in Western Washington using program(s) AEM
Mostly, the interaction between all of my caseworkers thru DVR and Medical Assistance. The contact is really great.	I am allowed only a small amount of physical therapy through DSHS - I would like and need more.		47 year old Caucasian male in Western Washington using program(s) EMV
I think the majority of the staff are very very helpful.			79 year old Asian American/Pac Isl female in Western Washington using program(s) AEM
	Have someone who could speak French.		50 year old Other Race male in Western Washington using program(s) AEHM
I think they do a fairly decent job for my father.	Screen people who drive in to get services that are driving brand new Humvee's and other brand new cars to see if they actually own cars before they give them any benefits.		73 year old Caucasian male in Western Washington using program(s) AEM
They are prompt with services (Aging and Adult Services).			93 year old Caucasian female in Western Washington using program(s) AM
I guess the delivery of prescriptions by the pharmacy.	I would like the number of hours increased for in home services.	I am very thankful for the medical services.	87 year old Asian American/Pac Isl female in Western Washington using program(s) AEHM
	The waiting time at DVR was terrible.		43 year old Caucasian female in Western Washington using program(s) V
In general, I like all the services. I don't know how they treat other people - but they treat us well.			82 year old Asian American/Pac Isl female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I always get seen right away...in and out.			38 year old Hispanic male in Eastern Washington using program(s) MV
They are very caring and accommodating and pretty much work with me as to whatever my needs may be.	I think they need more staff at DVR to manage the cases. I know another client of DVR that doesn't get much attention from his/her Vocational Rehabilitation Counselor.	I think DVR is an amazing program and I am grateful that they have it available.	36 year old Caucasian female in Western Washington using program(s) V
I have not had any problems with dealing with DSHS. They have provided me with medical, mental health and services from aging and adult services that I need.	Dental. It is very difficult to get to a dentist because there are not many who will accept the medical coupons.	No. And the department does a good job.	73 year old Caucasian female in Eastern Washington using program(s) AHM
We have only dealt with Linda Miller, and she is very understanding, very responsive and very knowledgeable.			86 year old Caucasian female in Western Washington using program(s) AM
They have provided me with medical coupons that have really helped me, and also have provided me with chore services that I need.	It is hard to find a dentist that will take medical coupons. It is hard to find a doctor that will take medical coupons and listen to what my mother has to say.	DSHS has done wonderful and has provided me with what I need. I am glad that they are there for me.	81 year old Caucasian female in Eastern Washington using program(s) AEHM
No comment.	I haven't given it any thought.	No. None.	81 year old Caucasian male in Western Washington using program(s) AM
They have provided many services for my son that I am grateful for. Thankful that they advised us on how to get services after a death in the family. We are also thankful for the food stamps and medical that we receive each month. It was easy to change from one county to another when we moved.	It would be great if they would listen and understand the problem that we were dealing with. Mental health needs to be able to ask the question of the client of what the problem is and then addressing that problem.	No. I don't.	22 year old Caucasian male in Western Washington using program(s) ADEHMS
They have done excellent work with providing the services that have been needed.	No need for improvement. Everything has been great.	No. I don't.	80 year old Caucasian male in Western Washington using program(s) DM
We have a pretty nice group of people to work with at the Colfax DSHS office.	I do think the coordination between programs could be a little bit better. And, I think that the case manager for [Name Redacted] through DD could maybe take a little more lead in that coordination.		19 year old Caucasian male in Eastern Washington using program(s) CDHMHV
They provide me with food stamps and medical coupons and I really need them. I get my appointment really quick.	Have a person help me when I am unable to read and write to complete the application form.	Nothing. Thank you for all you do.	27 year old Hispanic female in Eastern Washington using program(s) DEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They seem to be compassionate.		We found them to be very helpful with Dad.	97 year old Caucasian male in Eastern Washington using program(s) AM
They provided me with medical and services for my daughter.	I cannot think of anything.	It is all great.	4 year old Hispanic female in Western Washington using program(s) DM
The best part is the case managers.	Medical durable equipment is very difficult to get with medical coupon, the process to get the durable equipment should be streamlined.		9 year old Other Race male in Western Washington using program(s) DM
That I know there is a source to help [Name Redacted] with his needs throughout his life.	In the medical assistance program, with specific diagnosis it would be nice if my son could see a naturopathic doctor. There are lots of such doctors in our area, but we cannot use them. They might even be less expensive. It has been somewhat difficult - the process that we have to access - he has flex funds available each year. The one time we tried to access those funds for orthodontic work done it took 1.5 years to get funds. This is through the DDD program. It would be nice if this process was made easier to access.	Overall it's been a good program.	11 year old Caucasian male in Western Washington using program(s) DEM
They have provided me with food stamps, medical.	Nothing.	I cannot think of anything right now.	40 year old Caucasian male in Western Washington using program(s) DEMV
I like everything - it is fine. There is nothing I don't like.			8 year old Hispanic female in Eastern Washington using program(s) DEM
The customer service is good.			21 year old Hispanic male in Western Washington using program(s) DEM
Whenever I call and I have a problem, they deal with it right away.	We applied for vision therapy since May 2008, and we just got the answer back that we were denied. They take too long. The questions they ask, i.e. "Did she previously have operation?," or "Is it detrimental to her health?" They cannot approve unless it is detrimental to her health, and it IS detrimental to her health because her condition will continue to deteriorate without treatment. And her doctor said she could have the operation, but that it would not help. They want you to do all the alternatives whether it will help the problem or not before they will approve vision therapy.		6 year old Other Race female in Western Washington using program(s) DM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like everything because they have everything my child needs.		My child has special needs. If he needs something, will he be able to get them right away or does he need to wait?	10 year old Hispanic male in Western Washington using program(s) DM
They provide me with the services that I need for [Name Redacted] and my family. They are very good.	They have been very good. I cannot think of anything.	No. I am very thankful for the support that you give me.	14 year old Asian American/Pac Isl female in Western Washington using program(s) DEM
I guess that they do offer a lot of assistance. (My son had a lot of difficulties, and finally got involved with DDD and they helped him get a place to live on his own.)	I have had to do a lot of foot work and a lot of phone calls to connect with the right person. My son had a different casemanager every month for a year. It is impossible to find a dentist.	I see the system as being overloaded, the people have an impossible job and are remarkable.	54 year old Caucasian female in Western Washington using program(s) DM
I like everything.	Everything is OK.		3 year old Hispanic female in Western Washington using program(s) DM
They make it convenient for you to take a child with special needs to a health care facility and they have treated my daughter and myself with a great deal of respect.	In Oct. 2007, my daughter needed dental work done under anesthesia. By the time the dental appointment came around DSHS did things differently and changed how they approve dental requests and my daughter was not able to get the work done until Sept. of 2008, and by then she had to have a front tooth pulled which would not have been done had we got her in sooner, and this upset my daughter and myself.	It would be nice to have ASL (American Sign Language) interpreters available at some of the offices so my daughter could communicate without her mother having to be there to help her. My daughters' case manager is fabulous. I know that she has a heavy load, but she seems to personally care about my daughters circumstances.	29 year old Caucasian female in Eastern Washington using program(s) DM
They have a lot of help and programs available.	My son has special needs and was receiving Medicaid and SSI, then my husband got a little bit better job which terminated my son's income and medical coverage and my son still has expensive special needs that makes it impossible for our family to make ends meet. I am bothered by that.		8 year old Caucasian male in Western Washington using program(s) DM
It was really helpful to have the medical ID card during this emergency.			2 year old Other Race male in Western Washington using program(s) DM



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Caseworker at DDD is very helpful. For the most part everybody is very polite and helpful.	I had a long wait for turning in an application, and they added someone to help with applications only, but they ended up taking other people with general questions. So I ended being in the office from 10AM until 2:30PM. I had a problem with transportation as I have none of my own, so it was a fiasco in getting a ride home, made for a very long day as I got home at 5PM. I get my transportation through Access as I am disabled, and it takes a long time when you don't have pre-planned arrangements for transportation with them.	Maybe offices could check with disabled customers to see if they have prearranged transportation so they could get done in time to leave on the scheduled plan since it is a problem to get transportation if it is not preplanned. Or maybe they could get more staff to help people in reception area faster or more efficiently. Usually I have not had a problem with DSHS, but this time was not good.	29 year old Caucasian female in Western Washington using program(s) DEMZ
I guess that they are helpful in making everyday life better.	They could make their service more known.	This study was painless.	9 year old Other Race male in Eastern Washington using program(s) CDM
They have been very helpful with my daughter. And, they answer my questions.			29 year old Caucasian female in Eastern Washington using program(s) DM
The level of respect that they pay to my husband and myself.			4 year old Caucasian male in Western Washington using program(s) D
The people were very professional and helpful - also very informative.			2 year old Hispanic male in Western Washington using program(s) D
They are in the business of helping handicapped individuals and I appreciate that a lot.	Get rid of the acronyms.	I would like surveys like to come in e-mail form.	26 year old Caucasian male in Western Washington using program(s) DM
People are nice to me.	They take a long time to do everything, but I guess that's the same situation in anyplace you go. It seems like it takes forever to get anything done.		62 year old Caucasian female in Western Washington using program(s) DM
For the most part DSHS is there to help.	I do not have any negative feed back.	None	2 year old African American male in Eastern Washington using program(s) DEM
	They could have faster phone service - sometimes I am on hold for up to 20 minutes.		4 year old Caucasian male in Eastern Washington using program(s) DEM
They have helped me get my son diapers and necessary supplies that he needs.	Return phone calls with 24 hours. It would be helpful if DD would provide the necessary equipment and supplies that my son needed that is not covered by insurance.	No. That's it.	7 year old Asian American/Pac Isl male in Western Washington using program(s) D

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	Help our children with autism more.	I had an assessment for my daughter who has autism, and because my husband's income was too high my daughter does not qualify for any services or treatment for autism. Because it is critical that children have treatment for this condition I feel like the income limits should be raised or shouldn't even apply, as we are unable to afford treatment for her.	6 year old Caucasian female in Western Washington using program(s) D
Well, speaking in the now - Michelle Wooley who is the case manager at DDD - she has been outstanding in every area - listening, being proactive and following through with what she has said. [Name Redacted] needed counseling and had needed it for many years - Michelle made sure she got it.	The one thing that could be much better is to be able to provide the dentists and eye care professionals better so that they would accept the medical coupons without excluding some of the clients.	The other comment is regarding specialists - it seems that when [Name Redacted] needed to see a specialist - she had an ovarian cyst. We were sent to a surgeon and the surgeon didn't listen to me (client's mother). [Name Redacted] suffered six months with this cyst before something was done about it. Maybe specialists need more education as how to handle developmentally disabled folks.	32 year old Caucasian female in Western Washington using program(s) DEMV
It has been very consistently good for us, the services.	I think this last caseworker assessment was extremely long, it went over 5 hours, and my daughter was upset. It was very trying and grueling. There must be a simpler way. Whoever came up with this extensive assessment must have never sat with a DD person before.		38 year old Caucasian female in Western Washington using program(s) DM
I think they are communicative when they do assessments, etc.	They seem to be so overwhelmed that we have had 4 different caseworkers in 4 years. They are pressured and have to do an assessment on everyone. Then after the assessment they said if you need anything call us.		33 year old Caucasian male in Western Washington using program(s) ADHMS
Nothing.	The DSHS website was hard to use even though I am a frequent computer and Internet user. It was time consuming and difficult to follow.		3 year old Caucasian female in Western Washington using program(s) D
I think that it's easy to use the medical coupons.			3 year old Caucasian female in Western Washington using program(s) DM
I think that they have been very helpful in explaining anything that I have need to ask. They have provided him with the medical and living arrangements as necessary for which I am very grateful.	They need to have more eye care and dentists that are available using your medical coupon.	Nothing - everything is great.	49 year old Caucasian male in Western Washington using program(s) ADM
I like everything.	I don't know.		56 year old Hispanic female in Eastern Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide medical and living needs for [Name Redacted]. We are very grateful.	Each worker has a different interpretation of the program. When we went to Pierce County it took two months to establish eligibility, and in that time the assisted living place has to forgo payment as Pierce County would not backdate it. When we went to King County they stated they had 7 days to determine eligibility with an application. Why the difference?	No, I don't.	48 year old Caucasian male in Western Washington using program(s) ADM
They provide medical and food stamps and other services that we are grateful for.	They need to correct the computer system so that it do not generate letters that are not necessary.	No, I don't think so.	55 year old Caucasian male in Western Washington using program(s) DEM
They try to help you as much as they can. They provide me with medical care.	They need to have more dentists who will accept the medical coupons available. Also, they need to have more doctors who will accept medical coupons.	You are very nice on the phone. You do a very good job. Thank you.	50 year old Caucasian male in Western Washington using program(s) DM
It is very helpful with medical and food stamps.	It takes a long time to get waited on when you go into the local office. I have sat there for many hours.	No, everything is great.	37 year old Caucasian male in Eastern Washington using program(s) DEM
I work with a lot of people in DSHS and they are all great. I can't say enough good about them.	Every year I FAX a large quantity of change of circumstances for clients to HCS/DSHS. And, about 75% get lost in the void. Then, I have to resend and resend. I never know if the FAX goes through or not. Time is lost and this is expensive.		51 year old Caucasian female in Eastern Washington using program(s) DHM
The services that are provided for me. It has been made very easy for me to get these services and there is always someone who has followed up on my request.	I am not sure.	No. Everything is great.	3 year old Hispanic male in Western Washington using program(s) D
They have provided me with communication that is great. Mental Health services is very good.	I can't think of anything right now.	No - that is OK.	48 year old Caucasian male in Western Washington using program(s) DHM
I don't have much business with them. This is my very first time and we didn't get anything.	They don't have enough funding to provide the services we needed.		16 year old African American male in Western Washington using program(s) D
They provided wonderful support for my son in helping him get a job in the normal work place. They supported the program that he was in with \$\$\$. Responded within 24 hours of any call. I was always aware of what was happened with my son and I was aware that they were experts at what they did.	Provide real medical insurance that covers medical needs instead of the medical coupon that doesn't cover anything. Dental is also very hard to find a dentist that will take the medical coupons.	We are very grateful for the hard work of Erica Hopper and Kelly O'Neal. Kelly strongly supports the WIN program, a new program that has resulted in large number of clients with disabilities being hired in a normal work place. WIN program is a model program for the state. We are very grateful for Jennifer White with Able Opportunities. She realized his needs even when the school district wrote him off.	25 year old Caucasian male in Western Washington using program(s) DM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	They need to ask for more funding from the federal government. They need to be more informed on how they can service children with special needs. More option for respite care and funding and early intervention services. Work together with other organizations in order to provide care for the special needs children.	No, I guess that is it.	4 year old Caucasian male in Western Washington using program(s) D
They give us more knowledge and how to solve problems if we have any.	I hope that we can have a better way to get in touch with DD managers. They didn't answer their phones and didn't call back promptly.	I am worried since I am getting older and my son is now 28. How can I teach him more life skills so that he can take care of himself for the rest of his life. I would like more information about this. It seems like most DD staff have too many cases and cannot devote time to individual cases. Scott Leonard is one of the very good DD employees. He always calls me back relatively quickly or e-mails me in response in great detail.	28 year old Asian American/Pac Isl male in Western Washington using program(s) D
They like to help me look for jobs.	I don't know.	No, I don't	44 year old Caucasian female in Western Washington using program(s) D
They help people with medical and food stamps and cash. Also they help me with the chore services for my mom.	They can provide more food stamps and more hours for me to take care of my mother.	No, thank you so much.	67 year old African American female in Western Washington using program(s) AEM
They provide me with answers when I have questions. They provide medical for [Name Redacted].	The working age policy seems to take away services rather than add services. Special needs children or young adults that need special aid need to be treated not according to age. After receiving services from DD, it may not be reasonable for the child or adult to go to work because of his special needs.	No, not if you can correct the working age for the special needs person.	28 year old Caucasian male in Western Washington using program(s) DM
They are always quick to answer our questions Wherever we have a review they are very kind and considerate. We are grateful for the medical coverage.	No, I cannot think of anything that needs to be corrected.	No, everything is great	29 year old Caucasian female in Western Washington using program(s) DM
I like the fact that the caseworker comes to my home.	Wish that there were more options for people that have the medical coupons. There are very few places that will accept the medical coupon for dental or to see a doctor. The dental only covers the basic care. The dentist told one client that we will just wait until the teeth rot and then we can take care of them. The people in jail get better medical and dental care than the ones on the outside.	No, everything is great now that I got my hours taken care of.	27 year old Caucasian male in Western Washington using program(s) DEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide medical and services from DDD. They understand what your problems and needs are and if they don't know the answer they will usually find out for you.	Answer the phone more quickly instead of making you wait for a week or two.	No, not that I can think of.	15 year old American Indian female in Western Washington using program(s) DM
She, my daughter, can see just about anyone because of her medical coupon and eligibility.	The wait time on durable medical equipment is too long, we are waiting 6 months or more for a wheelchair. The medical equipment vendor says they seem to deny the first request regardless of circumstances and so that makes the wait very long for equipment. The gas voucher program does not work that well if the doctor is not the closest option, then they require some justification from the doctor to go to the physician that is not nearest to the client's residence.	There is a family support program in DDD, but they do not have funding for it, even though she has been on the waiting [list] for 4 years for family support, (i.e. speech therapy and a ramp for our van).	5 year old Caucasian female in Eastern Washington using program(s) DM
[Name Redacted]'s caseworker - Debbie Hunter - DD Spokane Office - if I call her she is quick to respond and if I have a question she gets the information I need and just follows through with everything.			77 year old Caucasian female in Eastern Washington using program(s) DEM
They are located close to home.	They could respond to the people in the lobby quicker, they leave you sitting there so long. They are back there sitting and laughing and talking they could be doing their job. Some act like they don't want to be there, i.e., mean-spirited.		55 year old African American male in Western Washington using program(s) DM
	Probably give enough money to cover living expenses. DDD doesn't do the job they are supposed to. Medical assistance is hard to find a dentist, my son needs his teeth pulled and he can't find anyone to take coupons. I think Mental Health was not effective, we know all the people there, we hung out there when we were homeless and they didn't like us hanging around there to use their phone.		23 year old Caucasian male in Western Washington using program(s) DEHM
They gave us our foster kids.	They could let you know if there are extra activities in school or after school that they could participate in. The child is physically and mentally slow, he is in special ed. (i.e., Children's Administration and DD). They placed with me and I could use some information on how to help the child develop better.		11 year old Caucasian male in Western Washington using program(s) CDM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
In the past, I enjoyed working with my case manager, who has recently passed away. We have not heard anything about getting a new case manager as yet, child is not due until Jan 2009 for his review.	When child was first born, and was diagnosed, it was difficult to know what was available, or what we were supposed to do. With our last caseworker, he was very proactive in explaining what [Name Redacted] needed. I guess it depends on if you get a good, experienced casemanager.	They sent my husband (DSHS) something I think it's about his medical coupon, an Eligibility Review. It is not clear how to complete for a child or parent's income and resources. There should be a whole pediatric portion for just 'the child.' If it was possible to have a pediatric portion for children under 18 yrs old on the reviews it would streamline information and help caseworkers, etc. who specialize in that area because the caseworkers are dealing with adults and children, and the areas are completely different.	8 year old Caucasian male in Eastern Washington using program(s) DM
We know some programs for DSHS.	I think DDD should keep in contact with us about our daughter who is on there waiting list and give us updates on her status on the waiting list and how long we have to wait. Instead, they tell us not to contact them, that she will be on the waiting list for 2 years or so and they will contact us.	I have a primary insurance that does not cover Autism, so I think the state should help us with our daughter now, because she is 5 1/2 years old and cannot do anything by herself. I don't know what DDD will even do after 2 years to help her.	5 year old Asian American/Pac Isl female in Western Washington using program(s) D
Some of the programs are really good.	They could make medical assistance coverage more available for working households.		3 year old Caucasian female in Eastern Washington using program(s) DM
Everyone is respectful and listens to what I need and gives assistance to help my needs.	The automated phone system makes it hard to reach anyone when you call.		1 year old Caucasian male in Eastern Washington using program(s) DEM
The staff from DD are great to work with.	The right hand does not know what the left hand is doing. They do not listen to the care providers. They seem to be more concerned with the issues of liability than with the issues of the client. Medical and dental is getting harder to find places that will accept the medical and dental coupons.	No	50 year old Caucasian female in Eastern Washington using program(s) DHM
In the last 2 months, I participated in a self determination program through DDD and I moved from one apartment to another through 'Concerned Citizens' to help me to live on my own.	There are other people, not just me, people who are special needs who cannot live on their own, I wish that we could get more people living on their own.		40 year old Caucasian male in Western Washington using program(s) DEMV
It provided medical and enables [Name Redacted] to live in an adult family home. I have had no problems. Everything has moved along smoothly.	I cannot think of anything that needs to be improved. Everything is going along strong.	No, everything is great.	79 year old Caucasian male in Western Washington using program(s) ADEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They set good appointment times.			36 year old Caucasian male in Western Washington using program(s) DEHM
They do a really good job and have provided us with the medical assistance that we have needed.	Provide dentists that will accept the medical coupons and new patients. No dentist will accept the medical coupons. They do not take adult clients on medical coupons.	No, I don't.	27 year old Caucasian male in Eastern Washington using program(s) DEM
They were easy to deal with.	They need to not contract out their employment services or modify such contracts.	No, but I appreciate your efforts.	50 year old Caucasian male in Western Washington using program(s) DV
They can always answer all my questions. They help with medical, food stamps and a lot of other services.	Dental needs to cover more dental needs. I have a broken tooth and the dentist will not fix it with my medical coupons.	Nope. Everything is great.	25 year old Caucasian male in Western Washington using program(s) DEM
I liked dealing with Pam Ticker - DD office in Spokane.	They could have more of a variety of doctors to choose from. I needed an autism doctor for my son.	I thought Pam Ticker did a great job!	11 year old Caucasian male in Eastern Washington using program(s) DM
They help me when I need them.			16 year old Caucasian male in Western Washington using program(s) DM
I have someone that I can call when I have questions and that they help her with her job. Glad that the DD service is available for the people that need it.	Make phone calls to check in on their clients to see how they are doing.	No, nothing Everything is great.	28 year old Caucasian female in Western Washington using program(s) D
They try hard to work with the clients. They have provided medical and DD services for me.	They need to know their resources a little better. There are always new resources available and they need to know who is eligible for these.	Sometimes for DD clients it is hard to find a provider that will accept these clients.	39 year old African American female in Eastern Washington using program(s) DEM
They have provided a safe home to live in and not a lot of pressure to move him into the community. They have provided me with his medical needs.	In general, the community workers need to be more accessible.	Not that I can think of.	59 year old Caucasian male in Eastern Washington using program(s) DM
	The DD program should explain options better as to what is available for my son. I had to ask about speech therapy - no one at DD volunteered the information. They need to send more information so we know what's available.	I think when Medical was doing the eligibility and food stamps - I had to fill lots of forms repeatedly. That's hectic by itself and all of my information was the same - I don't think you should have to do this so many times.	6 year old Caucasian male in Western Washington using program(s) DEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Everyone I have talked to has taken time to explain, and they were good at communicating when case managers have changed.	I'm not sure anything I would want changed is under their control, such as income eligibility for DDD programs.	I am income ineligible for my son for DDD benefits & since he is diagnosed with autism. They have his name on the waiting list, in hopes of at some point in time, he may be able to use services for his adult transitioning into society. As far as other services, if DDD could continue and/or strengthen community education around autism spectrum disorders it would be helpful in the community at large. It would not only help families with those diagnosed it would also benefit the doctors and the non special education teachers, as I had to go outside of the medical establishment to have my son evaluated. They would not even have my son evaluated, I had to go outside of medical society to get help for him and us.	10 year old Other Race male in Eastern Washington using program(s) D
They provide me with the help that I need. Provide me with answers to any question that I ask.	Shorten the wait time when you go into the CSO.	No, I don't.	30 year old Caucasian male in Eastern Washington using program(s) CDEMZ
I like everything about DSHS.			8 year old Asian American/Pac Isl male in Western Washington using program(s) DM
They help you get the benefits that you need.	I can't think of anything. They are doing all they can.	The DSHS People at the office are working very hard and I think they should get a pay increase.	26 year old African American female in Western Washington using program(s) EHMV
	Treat their customers better. Try to be more helpful.		24 year old Caucasian male in Western Washington using program(s) EMX
They listen to what you have to say.	They should listen to both sides, but they don't. They seem to be one-sided in Division of Child Support.		55 year old African American male in Eastern Washington using program(s) X
They help take care of my kids. I have never had a problem with them.	Please help mothers and children get the child support payments as quickly as possible.		37 year old Caucasian male in Western Washington using program(s) X
They have provided me with medical and mental health which has been very helpful.	Less paperwork.	No, I just got the letter and wanted to thank DSHS for providing me with the mental health services that I need.	46 year old Caucasian male in Eastern Washington using program(s) EHMV
They can help.	They might have a service person who could answer quick questions without using a computer.		38 year old Caucasian male in Western Washington using program(s) EMX



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
My caseworker has always returned my calls and has always treated me nice.	Call first, before they take an action. They suspended my driver's license and had I no idea what happening, and my livelihood depends on my driver's license.		49 year old Caucasian male in Western Washington using program(s) X
	They started taking child support out of my paycheck, and I had always paid it timely. A payment plan more suited to the needs of the person making the payment.		42 year old Caucasian male in Western Washington using program(s) X
That they return his calls.	He has sent in receipts of what he has spent on his children over a year and a half ago, and they still have not addressed the issue of whether these receipts will reduce total child support. They could respond a lot quicker or the process could be a lot quicker.		48 year old Hispanic male in Out of State using program(s) X
They listen and understand. They provide me with the services that I need - medical, food stamps, DD services and VR services. They are always friendly and let you know up front what you can do and can't do.	It would be nice to be able to ask question and when you go into the office you clock in on a computer that does not always answer the questions.	No, everything is great.	23 year old Caucasian female in Eastern Washington using program(s) DEMV
When they went online, much more convenient.	Some of those women down there have bad attitudes. They were rude and not nice at the DCS office in Kent.		51 year old Caucasian female in Western Washington using program(s) X
They keep track of the amount of money I paid each month for support.	No I can't think of anything.	No, that is it.	45 year old Caucasian male in Western Washington using program(s) X
Not being on the assistance program. I would rather be working.	I don't know.	No, everything is great.	47 year old Caucasian male in Eastern Washington using program(s) EX
They outline the steps of how you get to talk to someone and when I get to talk to someone they work with me as to why I am there. They go over any paperwork. They provide with what I need like medical and food stamps.	Use more staff workers.	No, everything is great.	48 year old Caucasian female in Western Washington using program(s) DEHM
They take child support right out of my check, and that makes it hassle free for me.			26 year old American Indian male in Western Washington using program(s) X
They haven't given me any reason to dislike their services.	Hire more people in DCS, as it seems like they never get caught up.		56 year old American Indian male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That I am almost done dealing with them.	Return people's phone calls.		44 year old Caucasian male in Out of State using program(s) X
	Have an extension to go directly to your caseworker, so you don't have to put your social security number/case number and listen to automated garble, and waste a lot of time for the machine to get to their voice mail.	Being able to make electronic payment from a bank website would be very nice.	27 year old Caucasian male in Western Washington using program(s) X
All is good except with medical coupons. It is hard to find doctors/chiropractor/dentist that will accept them. Last year I got in a car accident. Many places declined DSHS coupons and that frustrated me. So, I got healed on my own months later.	Medical coupons and their system (insurance plan, etc.).	You are welcome (with a hand printed smiley face).	35 year old Caucasian female in Western Washington using program(s) EMVZ
They are helpful and very honest in what you ask them.	They definitely could communicate better with me - the client.		24 year old Caucasian male in Eastern Washington using program(s) V
I really don't know because I do not have much contact with them.	They need to be nicer and let the people talk and express themselves. That is my opinion about the child support office.	No. At this time I think it is fine.	48 year old Hispanic male in Eastern Washington using program(s) X
	DCS jumbles everyone in under the same law. The state should realize that a "real man" leaves the household after a divorce by paying all the bills and paying the child support. DCS should look more at each case on a case-by-case basis. I am in Virginia now and my case was transferred here. Virginia says I haven't paid support since 1998! They need to communicate better with Virginia. Virginia says that I owe \$65,000 in child support. I have evidence from Social Security that says I have paid \$40,000 in support. Nobody will listen to me and I am trying to pay my support. I am extremely frustrated with system in both Virginia and in State of Washington. This has been a real nightmare!	As a former government employee, please remember the DCS clients are people that have feelings and emotion and just treat them fairly.	52 year old African American male in Out of State using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I really like my case manager - Mr. Fisher in the Olympia office. He is excellent.	I have been paying child support for 13 years. And, in the beginning I had nine different caseworkers in the first five years. It was very difficult for continuity. DCS needs to update their files when it comes to dependent children. Both of my children were adopted and DCS didn't know that. So, when it came to medical benefits - they still receive state coupons. State programs need to communicate better with one another and share important information.		43 year old Caucasian female in Out of State using program(s) X
I have never had to worry about my child support payments getting to my ex-wife.	The thing that they need to change is the law at the first step when a non-custodial parent is delinquent with their payment - change the law instead of suspending the driver's license - maybe put a red flag on it. The parent needs transport children for visitation purposes, etc.	I have never been told this to my face, but the way DCS operates and treats non-custodial parents makes me feel just like a "deadbeat dad." It's not a good feeling even though I try hard to make my child support payments on time and do the right thing for my children.	37 year old Other Race male in Western Washington using program(s) X
I like the fact that I can make my child support payment on line. It is very simple and easy to use.	I don't have any suggestions.		43 year old Caucasian male in Western Washington using program(s) X
The best thing is that they are very professional, courteous and down to earth. They were very understanding. Two of the DCS workers were excellent.		It is actually a great thing that you folks are doing this survey to identify weak spots.	30 year old Hispanic male in Western Washington using program(s) X
	I think they are doing OK.		32 year old African American male in Western Washington using program(s) X
	I feel I am being discriminated against.		40 year old Caucasian male in Eastern Washington using program(s) EV
Most of the time I end up talking to someone who knows their job and seem to have a lot of knowledge and experience.	They could get back to someone in a more timely manner. After I turn in paperwork, it seems to take quite a while to hear back from anyone.		37 year old Caucasian male in Eastern Washington using program(s) DEHMX
They were quick on processing my application. They provided me with medical retro which was a blessing.	Have more dentists that will take the medical coupons. The dentists only see people on certain days of the month if you have a medical coupon and that is not fair.	I just appreciate everything that you do for us.	9 year old Caucasian female in Western Washington using program(s) DM
In the past 2 years, having a specific caseworker to contact is nice.			11 year old Caucasian female in Western Washington using program(s) D
I like how they make the absent parent pitch in and help.			43 year old Caucasian male in Out of State using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	They could improve a lot by really understanding my medical condition, they only approved me for 3 months, but all my 10 toes were amputated and I gave them doctor's statements saying I was disabled and they only approved me for 3 months.	I am very disappointed with the program, since I am only 25, I cannot get social security disability because I haven't worked enough, but I am a citizen. I am disabled per the doctors, but I cannot get any help.	25 year old Hispanic male in Eastern Washington using program(s) EMSV
I liked everything was done by mail and electronically.	I got a bunch of crap for two or three months where I was spending my foods stamps. They didn't believe I was living where I was living. I was house sitting and buying food supplies at a different locations and the food stamp program objected to that. I thought the food stamp letter was very rude even though I was spending the food stamps within the state of Washington.		58 year old Caucasian male in Western Washington using program(s) EMSV
They help people. They are always there for me.	They need to look at what the client really needs. Some need a place to live, need a education and they need to deal with the clients and accept their needs.	No, everything is great.	49 year old American Indian male in Western Washington using program(s) D
They help me.			27 year old African American male in Western Washington using program(s) DEMV
When you do have personal contact with the case managers - that is good and the fact that the services are available.	I think that they could really look at their allocation of funding. Right now, I don't think WA state has appropriate services for DD clientele. I think it's disrespectful for people in their 50s being told they are not ready for work yet. The bureaucracy of different divisions makes it difficult to maneuver through the system.		56 year old Caucasian female in Western Washington using program(s) DEHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like the fact that I don't have to pay the co-pay.	First problem is that they never sent us medical coupons for [name redacted] so I could get her prescriptions filled. We still don't get the coupons. I have called DSHS and we still don't get them. I am speaking of the Kent CSO. Second, the other thing I don't like is that when I don't have the coupon - the hospital acts like it is my fucking fault at the hospital. Third, I don't like that DSHS puts me on hold for a long time - I am talking about the CSO and when I call the 800 number for the Regional Call Center - they put me on a long time which wastes my cell phone minutes. I wouldn't mind so much if they were open after 9 p.m. so I wouldn't burn any cell minutes. Four, I am sick of that crap - I don't care if it is early in the month or late in the month the answering machine tells me that they are at peak load and to call back later. They need to take a look at their entire system - I think we should get a Medicaid card good for six months instead of one month (that means IF I get a medical coupon at all).	This survey interviewer is the most helpful person I have met at DSHS.	1 year old Caucasian female in Western Washington using program(s) DM
Having an actual person describe why my son has a problem with his services. This really helps.	I think DSHS should have more staff because I have to go through the prompting system on the phone. The phone system asks for PIN number, but my son doesn't have a PIN number. This is a problem.		22 year old Caucasian male in Western Washington using program(s) DEMV
	Back when I had my back surgery (in the 90s), I stayed with my Mom for a few months - when it was time to go back home - I wasn't working so I got emergency food stamps from DSHS. When I went back to work, I didn't need the food stamps anymore. DSHS called and said my food stamps were ready to be picked up. DSHS insisted that I get the food stamps. They shouldn't do this especially when I didn't need them!		48 year old Caucasian female in Western Washington using program(s) CVZ
The people are friendly.	They could have toys for the children in the waiting area.		19 year old Caucasian male in Western Washington using program(s) DM
They provide me with medical that I need,	They need to check some of the people that they hand out the money to because some of them do not need it as much as others. Provide more dental services that will accept coupons. Less paperwork and a little more contact with calling to find out how things are going with clients and what they can do to help make it better.	No, everything is great.	47 year old Caucasian male in Eastern Washington using program(s) ADEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	I think they are fine.		3 year old Caucasian male in Western Washington using program(s) D
They give me medical each month.	Prepare more options with having more dentist and medical providers available.	No. Nothing right now.	4 year old Caucasian female in Eastern Washington using program(s) CDEM
They have a record of the child support paid and I like that because it accounts for what I have paid and if I just sent it to the ex-spouse there would be no account of how much support had been paid.	Nothing.	Nothing. I think that DSHS is doing great.	64 year old Caucasian male in Out of State using program(s) X
They provided me with medical until my income increased enough to make me ineligible.	Be more informative with the decisions made as far as assistance is concerned. Why are services denied without an explanation?	No. I guess that is it and everything is fine.	5 year old Don't Know male in Western Washington using program(s) DEM
They have kept a record of the amount of money that I pay each month and with this record it satisfies my court order.	Nothing.	Nothing	41 year old Caucasian male in Out of State using program(s) X
They are really informative.			33 year old African American male in Western Washington using program(s) X
	They should allow me to contact a human being. Every time I call, I get an answering machine from a DCS caseworker - they are in the office and they will get back to me within 24 hours and I am still waiting. Apparently, they don't do their homework because they doubled what I owe. They took over for State of California. They haven't paid attention to the fact that my daughter turned 18 and they still charge me the monthly fee.		41 year old Caucasian male in Out of State using program(s) X
I like when I usually call, they listen to me 'rant and rave', and then they explain to me what is going on and they calm me down.	DCS is sending me a dollar every month. It costs them more money to send me a dollar a month, than to wait and send 12 dollars a year for cost savings for DCS.	I like this survey, this is the first one I ever heard about.	40 year old American Indian male in Out of State using program(s) X
To get information for the client is good.	They could allow more food stamps for families without good income.		27 year old African American male in Western Washington using program(s) EX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I don't like dealing with them and if I had to do it again I would not deal with them.	Service is necessary for the people who do not pay their child support, but the way they handled it needs correction. I would have preferred to handle the money myself, but lack of knowledge has caused me problems with the department handling it. I think that they should change their policy on the payment schedule. Anyone who is working and paid by the week has 52 weeks of payment which is different than a person who is paid by the month. The monthly person only pays a set amount each month where the weekly person pays a weekly amount which is less than the monthly rate and creates a negative showing that his full support is not paid until you reach the month that has 5 pay periods. With this the issue is that they report it as delinquent on your payment, they take your tax return from you, your credit rating is affected, and they are the ones that set this payment schedule.	No, I think we are good.	45 year old Hispanic male in Western Washington using program(s) X
They serve my children. No complaints.	My ex-wife got married less than two months after our divorce was final. Why doesn't the new husband have to pay 50% of the obligations for my children since he gets the benefit of the children's companionship and my ex-wife's companionship.		63 year old Caucasian male in Western Washington using program(s) X
That they do find certain parents, such as me. But, I do think they could do more to find the parents that are dodging the system. They need to be a little more understanding/aware of how much the non-custodial parent makes and has to pay out. There needs to be a happy medium.	They could find more of the non-custodial parents.		42 year old Caucasian male in Eastern Washington using program(s) X
I like it well because they help people in need, that's why they are there.	They could be more fair and courteous to the guys that are paying the child support and not treat us like deadbeat dads.		37 year old African American male in Western Washington using program(s) EMX
			35 year old Other Race male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The caseworker I have has been really, really good with working with me, she has done an outstanding job.	They could re-evaluate the process of evaluating current support. The current process of requirements needed to go before a judge to get support re-evaluated or reset is ridiculous. I.e., when my support amount was set, I was making a set amount a year, and about 5 months later, my income was cut in half. Then you have to wait months to get into court, and then they send you another set of papers to complete because the first set is so far outdated that it is no longer current information. And when you finally make it to court, there is no guarantee that the judge will even hear the case. Mine got shot down 4 times by the prosecuting attorney. I am so far in arrears because they still haven't heard my case.		31 year old Caucasian male in Western Washington using program(s) X
	The issue I'm dealing with now, is making sure the money/support is going toward medical costs or co-pays. I'm having a problem with that right now.		38 year old Caucasian male in Eastern Washington using program(s) X
They help me get the medical that is needed for my family. They also provide food stamps that are greatly appreciated.	Raise the amount of food stamps that we get each month.	No, everything is great.	46 year old Caucasian male in Western Washington using program(s) EMX
They give you some direction to take and resources.			26 year old Caucasian female in Western Washington using program(s) V
They are accessible.	They could be more personal and more helpful.		58 year old African American male in Western Washington using program(s) EX
The food stamps are good.	For people on food stamps and don't work, should not get food stamps if they don't work. I think they should do more for people who work and need to see the doctor, because I have to work to feed my family and me, so they should let us see the doctor.	Sometimes the workers are rude.	49 year old Hispanic male in Out of State using program(s) X



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I suppose that they make it possible for my daughter to have her needs taken care of.	They could communicate internal information better. For example: My wife sends in an application to reapply for Basic Health every year. Information had been sent in previously, about income etc. They communicate that they did not receive information that we know we sent in, so it seems there is a glitch in the system which is frustrating at times. If verification is not received timely we may be denied and our daughter has special needs, so it is of the utmost importance to not get terminated or denied.		7 year old Caucasian female in Eastern Washington using program(s) DM
I can do it on-line.	Better call center services, so if you are calling, you don't have to wait so long.		38 year old Caucasian male in Out of State using program(s) X
It fast and convenient. They keep an account of the amount of support that I pay each month so there is no problem with the court order.	Could be more friendly with the clients.	Not that I can think of.	30 year old Caucasian male in Western Washington using program(s) X
They have provided information on the services that I need.	Nothing right now that I know of.	No, nothing right now.	18 year old Caucasian female in Eastern Washington using program(s) D
I like that they are patient and tell me step by step what to do.	They could help my nephew more, but they can't because he is not a citizen and he is developmentally disabled and can't pass the citizenship test.		21 year old Asian American/Pac Isl male in Western Washington using program(s) DV
They are helping my young man and that's the main thing.			45 year old Caucasian male in Eastern Washington using program(s) DEM
Free medical for my son is very good.			17 year old Other Race male in Western Washington using program(s) CDM
I can access a lot of information on line and that is great since I live out of state. It is great having them do the record keeping of the amount of support that I paid each month by deducting it out of my check each month. Therefore I have records of all the support that I have paid.	It was hard to get in contact with the person that I was to be working with in paying my support. I left many messages, but never got them returned. I finally chose the option to talk to anyone and they helped me with my case. Communications between the worker and the client need to be improved.	No, everything is OK	34 year old Asian American/Pac Isl female in Out of State using program(s) X
They offer hope and help to kids to find work and education to get work.	Some of the workers are together, but some workers are not healthy and in turn discourages the clients. Some make the meetings more about themselves and not about the clients.	We are very thankful that the state provides services and hope for people like our son who needs that extra help.	18 year old Caucasian male in Western Washington using program(s) V

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
For the most part, I have no issues.	I don't understand when DSHS contacts us saying paperwork is missing and I have to turn in paperwork twice, or in one case, three times!		40 year old Caucasian male in Western Washington using program(s) DEM
I was treated with respect.	Provide transportation to appointments (shuttle?, Metro voucher?, etc.)		50 year old Caucasian male in Western Washington using program(s) V
Leann was so helpful - she is in the Silverdale DVR office. She was wonderful and answered my questions.			53 year old Caucasian female in Western Washington using program(s) V
They help me a lot since I don't work too often.			43 year old Hispanic female in Eastern Washington using program(s) EMZ
That if you really want to get yourself cleaned up and want some help they are there to help you.	When you pick a number in the lobby of the CSO - you have to wait a long time for service. That was the Belltown CSO.		34 year old African American male in Western Washington using program(s) EMSX
They follow up by mail or phone every six months or so. Doing it by phone has worked very well for us.		For us, it has been a very good service.	62 year old Caucasian male in Eastern Washington using program(s) Z
They have given me the opportunity to go back to school to learn something before they push me out there in the job market.	DCS didn't give me very accurate information.		31 year old Caucasian female in Eastern Washington using program(s) EMZ
My caseworker is very helpful - that is for child support that I receive.	I receive support for my 15 year old daughter. My 17 year old son went to live with my ex-husband and he was just awarded child support from me. I am supposed to pay my ex child support even though he still owes me \$6,000 in back support! When we go to a DSHS hearing, it seems redundant to pay each other child support. I think the child support should be a wash and he should start reducing his back support obligation. I use the DCS Tacoma office off Sprague.		38 year old Caucasian female in Western Washington using program(s) Z
That they provide a needed service for those who need it.	I think that they should show more respect and empathy for the male perspective.	Our most recent experience with DSHS in regards to assistance has been wonderful and I am glad it is there. But, our child support experience has been negative over the years.	45 year old Caucasian male in Western Washington using program(s) Z
I haven't had enough dealings to give a relevant answer.	I definitely think being able to talk to a live person at DCS as soon as possible would improve services. I always get the phone, prompts, etc.		43 year old Caucasian female in Western Washington using program(s) Z
I get the help I need.	They could have better communication - I gave them paperwork and it took a long time to resolve the issue.		35 year old Caucasian male in Western Washington using program(s) Z

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I get action from them regarding DCS in a timely manner. They stay after the deadbeat dad.		I appreciate the good follow up at DCS.	64 year old Caucasian male in Out of State using program(s) Z
They have the services and help there that we need.	When you go into DCS for services, they ask for information on the absent parents who are supposed to be paying child support. DCS puts a lot of pressure on me for information when I have none! They said if I didn't answer all the questions it could jeopardize my services.		52 year old Caucasian female in Western Washington using program(s) EZ
You help my family pretty much.	The CSO seems to take a long time to answer the phone. I hate the queuing system.		22 year old Caucasian female in Western Washington using program(s) MZ
They have always been very courteous to me and answer my questions.	They should be able to look back into records to see if taxes have been paid to the IRS by the errant father.		54 year old Caucasian female in Western Washington using program(s) Z
That my son gets the services that he needs (DDD, medical coupons).	They could treat people better. For instance, my son has muscular dystrophy. The Vancouver CSO window was supposed to have food stamps for me and treated me like I was less than they are.	The staff at the Vancouver CSO were generally very rude, very insensitive, not compassionate.	42 year old Caucasian female in Western Washington using program(s) DMZ
They help me get onto my feet.	Treat people with more respect. DCS wasn't too good, CPS wasn't too good - they need to improve!		23 year old African American male in Western Washington using program(s) CEMZ
Over the years they have gotten far more respectful and understanding. I am very impressed by that.	If the state was more willing to help in only one area instead of getting all services available - I'd rather get help in the little area that I needed it in.		49 year old Caucasian female in Eastern Washington using program(s) EMZ
I like that I got fairly quick response and that I felt my contact was working very hard on my behalf.	I think more publicity about what services are offered by DCS. I guess more information about rules for out of state issues dealing with a parent who is out of state and is required to pay child support.	I appreciate the fact that DSHS is doing a survey like this - it's great.	62 year old Caucasian female in Western Washington using program(s) Z
	There is usually a lot of people waiting at the CSO in line so I am there a long time.		26 year old Caucasian female in Western Washington using program(s) EHMSZ
	DSHS should allow more than one emergency needs action in a single year. I already had used it and my lights were about to be turned off - they wouldn't help me. DSHS denied my application for \$100+ and I was behind on my light bill. They should improve that program to really help folks that need the help.	I just wish that they would respect people and help a little more. Stop acting like the money comes right out of the employees pocket. Be nice, be kind, be friendly!	30 year old African American female in Western Washington using program(s) DEMVZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think that I have never used their services via the Internet so I think it's better face-to-face.	Well, I really don't know. But, I think it's good to go in in person to get the help they need.	I think this kind of survey is really good for Latin or Mexican people who don't speak English very well to seek other services.	30 year old Hispanic female in Western Washington using program(s) CZ
Everybody that I have ever talked to at DCS has been so helpful - it's been great for me.	Make it easier to get a live person instead of the prompting telephone service.	I thank my worker at DCS - Debra Olsen - she has helped me and has been so good to me.	44 year old Caucasian female in Western Washington using program(s) Z
When you go to DSHS, they got my information and went right after the person in a different way and they got it done.	All is good.		33 year old Hispanic male in Western Washington using program(s) Z
Once you turn in your information - you are done for a year.	I think that they should treat people a little better because I felt I was beneath my caseworker. All of my CSO caseworkers have made me feel that way - Bremerton office. But, overall the staff is great.		36 year old Hispanic female in Western Washington using program(s) EMZ
They help me right away, and didn't give me any problems.		I have a nephew who is 60 yrs old, and had questions about getting assistance for him.	68 year old American Indian female in Eastern Washington using program(s) Z
They did recommend me to the courts (DCS) and the courts were professional and helped me a lot through this situation.	First of all, the Support Enforcement Officer did not have any contact with me after I went to court. I was forced to contact a person I knew in the state of New York Child Protective Services to assist me through this situation. That's the only way I was able to obtain additional steps and procedures. There was no help from SEO in Washington state! Our case was transferred to King County (SEO in King County) - I didn't hear anything from old or new SEO. We have received numerous letters from Support Enforcement and returned them to Support Enforcement. Our case has been resolved in, June 2008, but Support Enforcement says, it is not.	Clear up this matter so DSHS stops harassing me and my daughter (DCS). We have repeated letters from Snohomish - we have sent the documentation in several times and the state says we have not done it. King County is also involved, keeps billing my daughter and the bill has been paid. They also suspended her driver's license even though the bill had been paid. The support aspect of it - the father was in jail for 30 days in January 2008 King County Jail. District Attorney & CPS were contacted regarding parental support and nothing was done.	62 year old Caucasian female in Western Washington using program(s) Z
I like the fact that I have had the same caseworker for the past 2 years. This makes it easy to deal with support enforcement. The slips show when the payment was made and how much went to arrears and this is very helpful.	I don't really know.	No, everything is great.	50 year old Caucasian female in Western Washington using program(s) Z
The caseworkers do care and try very hard once you get a live person.	They could make live people more available to return phone calls more quickly.	Increase the food stamp amount.	30 year old Caucasian female in Eastern Washington using program(s) EZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They were actually prompt in getting food stamps and medical assistance to me.	They could probably make it easier to receive other services with CPS and DASA assessment and for rent assistance, as it was much more difficult to get these services.	I had a hard time getting ahold of a caseworker when I needed to, I didn't know who to get ahold of. Also when I needed to apply for rent assistance, they had switched my case manager and didn't inform me which delayed me applying for assistance and it ended up being denied because of that delay. Originally when I applied for child support assistance through the state, they dragged it out for a year and did nothing until child's father got an attorney involved.	28 year old Caucasian female in Western Washington using program(s) CEMSZ
	They could listen better. They treat people like they are trying to cheat the system, that's how I felt the last time I tried to get some help.		25 year old Caucasian female in Eastern Washington using program(s) EMZ
The fact that they helped me in getting medical assistance for my niece that I am currently raising.	To be able to qualify for a grant or any assistance they should have to pass a urine analysis, UA. They have potential employees take UA tests, why not DSHS clients? And they should be randomly tested once on.		36 year old Caucasian female in Eastern Washington using program(s) Z
So far everything is good.	Nothing so far.		37 year old Hispanic female in Eastern Washington using program(s) EMZ
They are always there when needed, and they show deep concern.		Melissa Carlson is a CPS worker that I deal with and she is a super lady and does a great job.	54 year old Caucasian male in Western Washington using program(s) Z
That they help people in need.	DSHS should have better communications between DSHS and the DCS offices. Communication is poor inside DSHS. I am upset with the DSHS caseworker - we merged our two families from previous families. The DSHS worker made it very difficult for me to get medical coupons and food stamps. All the benefits went to my wife and I got nothing. This was at the Yakima CSO. The caseworker's last name was [Name Redacted].	They need to communicate better within the department.	42 year old Hispanic male in Eastern Washington using program(s) CEMZ
I really like my caseworker.			32 year old Caucasian female in Western Washington using program(s) Z
They actually have been a big help to me.	They may need more people in their call center, cause when I call they don't give you the option of talking to someone.		26 year old Caucasian female in Western Washington using program(s) EMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They help me to handle my case.		My brother who is also Vietnamese was not treated well, he speaks Vietnamese, and his worker, [Name Redacted], threatened him about taking money from the United States. He was so depressed he had to move away to Seattle, because they treated [him] bad in Everett. He was helping my Dad who had cancer at the time, and he missed one class of English and they took him off his grant. After I went in to talk to them, they gave him his grant back, I talked to his workers boss.	46 year old Asian American/Pac Isl female in Western Washington using program(s) Z
The service and their courtesy.	I guess they could make the phone service better cause it is really hard to get a live person.		48 year old Other Race female in Western Washington using program(s) EHMZ
They are really easy to get ahold of and have been fabulous help with my son and daughter.	I didn't know anything was available online. It would have been helpful to have known that information.		8 year old Caucasian male in Western Washington using program(s) D
	Be nicer.		32 year old Caucasian female in Eastern Washington using program(s) EMZ
THEY TREATED US VERY WELL.			62 year old Caucasian male in Western Washington using program(s) Z
I like the fact that they are friendly and they know about my case, and usually they call me right back.	Better explain the services that you could or should be receiving.	I think DSHS should make people more aware of Health coverage and income eligibility levels, and also make information about child care qualifications more available.	28 year old Caucasian female in Eastern Washington using program(s) Z
They are always helpful.			46 year old Caucasian female in Western Washington using program(s) Z
Some of the workers are really nice.	When they make appointments, they are not very timely, I have waited for an hour or more for a scheduled appointment. There are some rude people that work there, they could maybe offer employees a customer relations course.		23 year old Caucasian female in Western Washington using program(s) EMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>I think they could improve services by somehow keeping a more up-to-date information about any transaction or help that they might provide for me. Sometimes when I call in it takes a long time to get something accomplished - I am speaking primarily of DCS. I would prefer having more than one staff person available to work my case instead of waiting for the primary case manager. I did encounter one woman at DCS who was rather rude - I don't remember her name.</p>		<p>22 year old Caucasian male in Western Washington using program(s) MZ</p>
<p>It is not a difficult process to get service.</p>	<p>It would be helpful if they did a review on the amount of child support that I receive each month. It has been 9 years and the child support amount is still the same.</p>	<p>I don't. I have had no problems and everything is great.</p>	<p>39 year old Caucasian female in Eastern Washington using program(s) Z</p>
<p>They do try to see you as quickly as they can based on their caseloads.</p>	<p>I think that they could have a smaller caseload of clients per DSHS worker. They cannot focus on helping families if the caseloads are too high - more staffing would help!</p>	<p>When I first went to DSHS, I don't really think they had a system to SCAN in documents. Now they have that and it makes it much more efficient for caseworkers to review the files and serve the customers needs. As far as CPS goes, I feel they are very unprofessional when they contact customers - I feel they don't have regard for me and my job when they schedule visits and appointments. I had an appointment scheduled at 8 p.m. at my home, but the CPS worker didn't call me until 8 p.m. to cancel the appointment saying that her supervisor wouldn't let her work after 6 p.m. This is a total lack of customer consideration. This was a contracted CPS provider which is making CPS look bad. The company is named [Name Redacted]. In Lynnwood. The provider wasn't very sensitive to personal issues going on in my personal household.</p>	<p>35 year old African American female in Western Washington using program(s) Z</p>
<p>They are very courteous.</p>		<p>DCS could improve teleconference fair hearing. My ex-significant other could reply because he was on site in Washington state, but I couldn't reply since I was in Georgia.</p>	<p>45 year old African American female in Out of State using program(s) Z</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
<p>The thing that I like best is they almost always have compassion. They do listen. I believe they try to help and I do understand they have guidelines to follow.</p>	<p>No dentists will take the medical coupons for adults except for dentures. It is really hard to find or establish new medical care for adults - hard to find quality care. The clinics are questionable. Support enforcement is very poor about returning my phone calls - Olympia office. I found out that my ex-husband's employer was withholding the child support and not sending it to Support Enforcement. After DCS called the employer, my ex was laid off. The employer never paid the child support withheld and was past due to DCS-DSHS! When people come into DSHS for service, when people come to the CSO - it's really confusing if you've never applied for service. The staff needs to explain things better or provide handouts to explain things much better.</p>		<p>29 year old Caucasian female in Western Washington using program(s) EHMZ</p>
	<p>They could be more aggressive locating absent parent, and maybe stricter laws in forcing absent to pay support, maybe put them in jail. Interact more with law enforcement to pursue collection on absent parents that DCS is having a hard time locating and also a system where employers have to provide information to DCS so they can help locate absent parent for support. Also they keep changing my caseworker, and I have to start over with explaining/updating circumstances with case which is upsetting as I feel like I am getting nowhere. There should be stronger laws to catch up to these guys who quit and keep moving around to avoid paying support.</p>	<p>I am frustrated with the 'system' as I have even hired an attorney and paid \$1000. and still am unable to collect the support due my child.</p>	<p>37 year old Caucasian female in Western Washington using program(s) Z</p>
<p>That it is relatively simple to get the help you need if you know where to look or whom to ask.</p>	<p>Make it easier to get in touch with someone when you have no case number. I had a number, but didn't have it and couldn't find it - maybe it had been a long time since I had contact.</p>		<p>23 year old Caucasian female in Western Washington using program(s) MZ</p>
<p>Actually talking to people...automated services I hate!</p>	<p>It would be easier to do all services in one office - DCS is located elsewhere. I had problems with medical - my wife had medical coverage at work and they cut her off medical coupons. Then, she lost her job and it is very difficult to get her back on the coupons again.</p>		<p>37 year old Caucasian male in Western Washington using program(s) EMZ</p>



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The child care resources that are available.	If caseloads were decreased for social workers it would increase quality of their work. If social workers in DCS were to follow through with leads to find parents that owe support, it would improve the amount of children that would be receiving support.	I am a contractor for DCFS now and I see the way things work. I see how overworked the social workers are and there needs to be a change.	31 year old Other Race female in Western Washington using program(s) EZ
	They have done pretty good for me.		40 year old Caucasian male in Western Washington using program(s) Z
They have helped me somewhat.	When you go in for appointment, I think they should determine eligibility by net income, not by gross income, because you don't actually get that gross income.	I feel like some of the DSHS staff treated me unfairly by telling me I couldn't get some benefits and didn't feel like their reasons were very fair. I think one time I applied for benefits, and I missed the appointment cause I didn't have transportation and I was sick and my son was sick at the time, and I called and told them that after the appointment. They terminated my benefits, and because I didn't have proof, I had to reapply.	20 year old Caucasian female in Western Washington using program(s) EMSZ
That there is actually help for people - it is available and provides peace of mind.	Olympia DCS - they should have more educational posters on wall - environment in DCS office not kind of gross. Office is not very inspiring. Why not have quotes of inspiration and more self-help opportunities? The atmosphere in the DCS office is not good. It should be a more motivating atmosphere.	I am thankful for the services.	37 year old Caucasian female in Western Washington using program(s) Z
I would say the courteousness of the staff. It surprises me that an institutional office has such courteous staff!			48 year old Caucasian female in Western Washington using program(s) Z
I have never had any problems, everyone I have come into contact with has been very supportive.	I feel like they need more staff.		45 year old Caucasian female in Western Washington using program(s) Z
I think the stigmatism has gone away about 'DSHS'.	Your caseworker seems to be different every time you call, and they seem to be overworked. They seem to do a good job.		38 year old Caucasian female in Western Washington using program(s) MZ
	DCS could have better communications, be available, be able to return phone calls. And maybe help me to get in contact with my child. I don't know if they legally can do that or not.	They had my case in New York and I asked them to move case to Washington state. I had my child in Washington state. I did live in New York for a while, they are very disorganized in New York. I called DCS in Washington to open case there, it is not an easy call to make as they have you on hold for extended length of time.	35 year old African American male in Out of State using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are able to provide resources for programs and community resources when you are unable to pay bills or meet certain needs.	They could make clients more aware of services.		29 year old African American female in Western Washington using program(s) EMZ
	They could make more information available on-line. It is too difficult to reach workers by phone.		40 year old African American female in Western Washington using program(s) EMZ
That some workers do speak English.	They could give you more information.		37 year old American Indian female in Western Washington using program(s) EZ
They deal with getting my child support so I don't have to fight for it.			42 year old Caucasian female in Western Washington using program(s) Z
That they are helping me out.	Make information more easily available. Right now I am going through Work Source. They asked if I wanted to go to school. They gave me a 1.5 days notice to arrange day care so I could attend college classes. It's very difficult to get day care since my college schedule is 8 a.m. until 9 p.m. at night. I need some help in arranging this!		36 year old Caucasian male in Western Washington using program(s) EMX
They provide me with my medical, food stamps, and child support services.	Have a set of standards that everyone is treated the same way.	Nothing.	31 year old Caucasian female in Western Washington using program(s) EHMZ
That you have access to computer for information, I even used it when I went overseas. Customer service is great in Washington state compared to Texas where I am now.			42 year old Hispanic female in Out of State using program(s) Z
It is so quick and easy to get services.	Get more people to work behind the counter and hire my people to help you.	No. I don't.	34 year old Caucasian female in Western Washington using program(s) EHMSZ
Not dealing with them.	Make child support equal for each child.	Nothing.	29 year old Caucasian male in Western Washington using program(s) Z
They are there for the children and their parents.	More staff.		36 year old American Indian female in Western Washington using program(s) Z

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They keep track of the amount of money that I pay each month and are very considerate of me when I cannot pay support.	When a person is working they need to leave enough for that person to live on and not take so much that they cannot afford to live.	Nothing.	49 year old African American male in Out of State using program(s) X
It is the only place to go to enforce court orders to make my son's ex-wife pay something on the child support.	DSHS should do your job - don't take the calls and then pass off to another staff member because you don't want to deal with the situation. More times than not, they put us on hold for extended periods of time. When they finally answer the phone, they want to speak with their supervisor and then call you back. Some staff chewed gum while on the phone. Please hire more competent people.		51 year old Caucasian male in Out of State using program(s) Z
They help me get through school without ending up in a shelter.	I think they could have trained staff - one person will say one thing and then another person will say something else. This was the north side CSO on Crestline in Spokane. They should fix the computer glitches - sometimes when I take my medical coupons to the doctor - they are invalid. Child support - I don't understand why DCS can't find my ex when I call up and tell them where he is.	I do appreciate that DSHS has helped me even if they are hard to deal with. I think they are overworked and probably unpaid.	39 year old Caucasian female in Eastern Washington using program(s) EMZ
It goes pretty quick when I do have to go into the office.	They could get more workers at the front desk because there is a long line usually.		33 year old African American female in Western Washington using program(s) EMZ
The medical coupons are good.	I don't know how all the Hispanics get more benefits than myself or other whites that I know.		20 year old Caucasian female in Eastern Washington using program(s) EMZ
That I feel like there is someone willing to try to help.	They need to be able to talk to other divisions or Licensing to track down people that owe money. My ex-husband owes me about \$50,000 in back child support. For the majority of the time, he was working. I had to alert DCS when he was in jail - the state didn't know it.		37 year old Caucasian female in Western Washington using program(s) Z
They help me get support.	Have more phone lines as I am unable to get through to a worker and am on hold for 1/2 hr to 45 minutes.		43 year old Caucasian female in Western Washington using program(s) Z
			46 year old Caucasian male in Western Washington using program(s) Z

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The fact that I don't have to deal with my ex-husband in getting support for my children and that they keep an account of the amount of support paid.	That a working person who has to get off work to go to an appointment get consideration as to the time of the appointment and the length of the appointment so that they are able to get the benefits. Have appointment later in the day for working people like 4:00.	I don't think so.	32 year old Caucasian female in Western Washington using program(s) Z
They have always helped me out in the past.	It's OK.	They always help me and I appreciate it even though it was a little bit.	51 year old Hispanic male in Eastern Washington using program(s) EMZ
That the times I have needed assistance - I have received it.	Maybe have more personnel. Sometimes the waits are really very long.		42 year old Hispanic female in Eastern Washington using program(s) Z
	Be nicer. In Everett CSO, they are mean and make you feel like crap.		32 year old Caucasian female in Western Washington using program(s) EHM
	Sometimes I think the foster care system is rather lax. It seems that a lot of foster care is provided by foster parents who have a lot of say about the kids, but it may not be in the kids' best interest.		8 year old Hispanic male in Western Washington using program(s) DE
They do get through the line fairly quickly - that's good.	I suggest that they use numbers similar to the Social Security office. I am disabled so standing in line is difficult.	They do need a little improvement. I realize times are hard and they have a heavy caseload. Maybe stay open a little later.	46 year old Other Race female in Western Washington using program(s) EZ
Nothing.	Get friendlier staff.		23 year old Hispanic female in Eastern Washington using program(s) EMZ
Nothing.	I think they help some people who get a lot of money and other people who could use it (me) and I get a lousy \$10 per month food stamps.		69 year old Caucasian female in Western Washington using program(s) EM
Money, money, money.	Probably their compassion for their clients - they are lacking big time.		29 year old Hispanic female in Western Washington using program(s) EHM
I prefer not to deal with it at all, but it's nice to have it there when you need it.		It's a wonderful program when you need it.	7 year old Caucasian female in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	I had a physician at urgent care center, who was extremely rude to me and made a comment outside of my patient room about being on state assistance - I had a broken jaw at the time and was in extreme pain at the time. The doctor had man-handled me and squeezed my jaw and it was excruciatingly painful. It seems almost impossible to see someone for a brief moment (to turn in a piece of paper for example) without standing in line for one to 2 hours in reception area in CSO.		29 year old Caucasian female in Eastern Washington using program(s) EMZ
They provide me with medical and food stamps. They also helped me reach my goal of employment.	They should have more employees to help the clients when they come into the office so that you don't have to wait many hours to get seen.	No, that is everything.	3 year old Asian American/Pac Isl male in Western Washington using program(s) EM
They help when I am in need. They are pretty fast.	They should look into helping low income folks more when they start working and lose their medical coupon benefits. Sometimes when I call to set up child care for my son - DSHS was supposed to send me information about requirements they needed - I am still waiting for the letter. I called on Jan. 7th and today is Jan. 12th. I called the 1-800 number.	My caseworker, Gennie Valdez, she is a really good worker and has helped me a lot. She has helped me a lot and is very nice.	25 year old Hispanic female in Eastern Washington using program(s) EMZ
	They could call back in a more timely fashion. They could process cases faster. I waited about 3 months to see if I qualify. And I had to turn in the same verification, more than twice, which held up my benefits through no fault of mine.		28 year old African American male in Western Washington using program(s) EX
They have provided me with the help that I need. Also they keep track of the amount of support payments paid. They are also a neutral party and treat everyone the same.	I can't think of anything.	I do not.	37 year old Caucasian female in Western Washington using program(s) Z
That it is nice to have a neutral party to deal with the child support. They also keep track of what has been paid and not.	The employee needs to be more supportive of the person calling when they request information on the status of child support. They need to understand that we realize that we are not to count on the support each month, but when it doesn't come we also need to know why.	No, I think that is great.	38 year old Caucasian female in Western Washington using program(s) Z
The friendliness of the people that I encounter.	They could update child support after 15 years. My son's father has paid the exact same amount for all the time he has paid. I think the state legislature should enact a law that requires regular evaluation for cost of living increases to childcare payment obligations.		33 year old Caucasian female in Eastern Washington using program(s) Z

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That you can apply and find out information on line.	Communicate with the other states in which the absent parent lives and let the applicant know the results.	No, I think we have covered it.	44 year old Caucasian female in Western Washington using program(s) Z
	I think that DCS should reach out more effectively to other state's DCS operations to get child support paid when the father moves to another state.		51 year old Caucasian female in Eastern Washington using program(s) Z
They have provided me with the services, medical, mental health, food stamps, that I need.	When a plan of service is issued it should be explained to the client as to how the plan is going to be completed, what insurance will pay for what part of it, what plan of direction needs to be completed and how. The plan needs to be clear at the time the plan is made on how it is going to be completed. I had to give up mental health because there was no money to pay for it and my insurance would not cover it, but CPS was insisting that I have it.	No, everything is fine.	33 year old American Indian female in Eastern Washington using program(s) CHMZ
	They could give more information. For example Division of Child Support, it was hard to get information from them on rules and regulations and my rights.		37 year old Caucasian male in Eastern Washington using program(s) CEX
I really enjoy that they can help in my own language.			24 year old Hispanic female in Eastern Washington using program(s) EMZ
They do provide good child care services and a good list of child care sources.	They could increase the amount limit of what a family can earn to eligible for services.		50 year old African American male in Western Washington using program(s) CEX
I have a excellent caseworker Candy Risley, she is very polite, respectful, I can't say enough about her, she is very thorough and explains clearly, and is very professional.			40 year old Caucasian male in Eastern Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>Be more responsive when people call in for advice or help or questions regarding DCS. I've contacted them to give them more information to help them collect child support and they did not use the information. They said they checked into this information and said it was not good information, but I knew it was. I've also gone into their office, just because I was at their office for other reasons, and tried to see my caseworker and that was impossible. The workers should be more accessible. I've had questions about collecting my child support when my child's father is working out of state and I don't know if it is his responsibility to let someone know when he works out of state. But, I do not get child support when he works out of state, and I have questions about how that works. He talks to our son and tells him when he works out of state and makes a lot of money, and I know when he is back in Washington and collecting unemployment, because that is the only time I do get child support and it is always the same amount so that is how I know he is receiving unemployment.</p>		<p>46 year old Caucasian female in Western Washington using program(s) Z</p>
<p>They help me with my medical and food stamps.</p>	<p>I don't know.</p>	<p>No, that's it.</p>	<p>1 year old Hispanic female in Eastern Washington using program(s) EM</p>
<p>When you are participating in the WorkFirst program, they help you with gas vouchers and clothing vouchers and diapers and wipes for the children, and they help cover the child care costs.</p>	<p>They should work there because they enjoy working with people. It depends on what worker you get if they treat you decent or not.</p>		<p>21 year old American Indian female in Eastern Washington using program(s) EMZ</p>
<p>That it is there when you need it.</p>			<p>48 year old Caucasian male in Western Washington using program(s) EM</p>
<p>They have provided me with food stamps, medical and money and I am very grateful for this.</p>	<p>Continue to provide GAU funds for the people that need it.</p>	<p>No, I think everything has been covered.</p>	<p>38 year old Caucasian female in Western Washington using program(s) EM</p>
<p>Whenever I asked for help, they gave me an application and it has been an easy process.</p>	<p>They don't have Spanish speaking social workers, but they do get an interpreter on the phone.</p>		<p>5 year old Hispanic male in Eastern Washington using program(s) EM</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think the food stamp benefits were good.	If DSHS helps you with shelter expenses/utility expenses, etc., the amount of monetary assistance given might be sufficient, GAU/339 a month. When I was on medical assistance, I was terminated because DSHS mailed the review to the wrong address (they admitted they were at fault). I am still trying to get medical assistance back and have been working on this process for approximately 4 months. I need expensive medicine and do pay for private insurance, but need Medicaid as secondary to cover the remaining expenses after primary insurance pays.		27 year old Caucasian male in Western Washington using program(s) EM
They have provided me with a second opportunity to start over and I hope that some day when I get back on my feet that I can repay them back. They have provided me with the medical, cash and food stamps and other services.	The payee that I have is very rude and treats me like a child. I don't know how long I need these services, but I hope that when my wife gets her visa that she can then manage our funds.	No, I was glad to take part in the survey.	35 year old Caucasian male in Western Washington using program(s) EHMS
They seem to be eager to help.	In the last 3 months, they have lost or not filed paperwork that I have turned in for the food stamp benefits which has created some financial problems. They could be more efficient on documenting receipt and the processing of paperwork.		6 year old Caucasian male in Eastern Washington using program(s) EM
Nothing.	They could do more follow up in DD. They could do more than just send forms. They could have more services available for older DD adults. Mainstream them into normal activities. Have more community action programs for older DD adults.		52 year old Caucasian male in Western Washington using program(s) D
Nothing.	I have had a lot of problems when it comes time for renewal of my medical coupons. I have eligibility, but DSHS doesn't give clients enough time and they cut me off. Then the pharmacy won't fill my medication. It is too difficult to get renewed for the medical coupons. DSHS cancels me before I have time to act.		43 year old Caucasian male in Western Washington using program(s) HM
I like that they are willing to help people.	The process is so time consuming, they have to 'Proof' you to death. They lose paperwork, you have to turn it in several times. It would be nice if they could streamline this process.		3 year old Caucasian female in Eastern Washington using program(s) EM



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provided medical for my child and helped me out when I needed it.	They need to make it easier to understand when the review date are due.	I don't think so.	43 year old Caucasian female in Eastern Washington using program(s) EMX
They care and they work hard to help you.	Help more on people who do work, because the amount of benefits they do give are not enough.		1 year old Caucasian female in Western Washington using program(s) EM
It provided for our children in time of need.	There is so much bureaucracy and there seems to be a lot of paperwork and procedures to get through to get assistance. It can be very discouraging for a lot of people in need.		10 year old Caucasian female in Western Washington using program(s) EM
The staff is courteous.	Have more handicapped parking. They could move their smoking area - it's right out in front of the front door - I am speaking the Vancouver CSO on Millplain.		6 year old Caucasian male in Western Washington using program(s) EHM
It is easy to deal to with. Everything has been explained to me clearly. They have provided me with medical and food stamps for my family.	Increase the delay in worker getting back to me.	No, I don't think so.	27 year old Caucasian female in Western Washington using program(s) EM
That they help with the medical and financial needs for children that are not my own children. The children are my niece's and DSHS help is wonderful.	It would be nice to have more options in choosing doctors and dentists. They are really hard to find that will accept the coupons - a lot of doctors and dentists won't accept the coupons.		6 year old Caucasian female in Western Washington using program(s) EM
The services that they provide when I need it.	The whole thing that they have in Mt Vernon, that you have to go to Arlington for an appointment or send your paperwork there, they won't see you in Mt. Vernon. It is a terrible inconvenience.	It would be nice if it was easier for adults to get some medical assistance.	8 year old Caucasian male in Western Washington using program(s) EM
I like when I go into the office in person, they treat us very well and we don't have to wait a long time.	I think the one thing they could do is concentrate more on helping people.		16 year old Hispanic female in Eastern Washington using program(s) EM
I am able to get help when I need it in a timely matter. Having information on line in the computer is very helpful when I go to pick up my medicine.	Nothing that comes to mind right now.	I appreciate you and have a wonderful day.	35 year old Caucasian female in Western Washington using program(s) MZ
I like the services that they offer my family.			8 year old Caucasian female in Eastern Washington using program(s) CHM
I like the medical for my mother and that all programs are helpful.	They could give more food stamps, they don't give enough help.		58 year old African American female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with money and medical for my grandchildren. They provide security for my grandchildren to live in a safe place.	Nothing. I think it is good right now.	No, this is great.	15 year old American Indian female in Western Washington using program(s) CM
They give attention promptly.			33 year old Hispanic female in Western Washington using program(s) E
The knowledge they have about the services.	The biggest issue I have, because I'm here in the Burien area, the lack of surgeons and specialists available in this area because we can only use Molina. We would have to travel to Seattle for these services.		15 year old Caucasian female in Western Washington using program(s) EM
The help, definitely the help. I am the guardian and it is wonderful to get the extra help.	They have done a great job. They are wonderful on the phone. Sometimes they don't follow through with information and go through reviews again. Most workers are good.		13 year old Hispanic female in Eastern Washington using program(s) EM
They get my questions answered right away and they're usually pretty nice.	Don't know.	I was given double the amount on my Qwest card when the floods happened. I called and told the lady at the CSO that I had gotten double the amount and she told me to just consider it a blessing. 3 months later they told me I had to pay \$162.00 back because I had used all the money. I'm on disability and that was REALLY HARD to do.	57 year old Caucasian female in Western Washington using program(s) AEM
Don't know.	DCS charged my ex-husband too much child support. He owed \$2,400 in back child support and DCS intercepted his \$2,800 income tax return. It's hard for me to get in touch with a CPS worker. I leave phone messages and they rarely ever call me back. I think DASA is one of the best programs that DSHS has!	My CPS office isn't in Kitsap County - it is in Pierce County.	37 year old Other Race female in Western Washington using program(s) CEHMSZ
I like that when they say they are going to do something - they do it. They have good follow through.	They could have more accountability for mental health workers. They need evaluations by the clients to determine how they are doing with that particular client.	I feel that overall DSHS does good work and it's a vital service. I would be down the gutter without the services DSHS has - I am grateful. DSHS saves peoples lives - I cannot function without medication.	49 year old Caucasian female in Western Washington using program(s) EHM
Just that they provide good services and I have never had any problem with them.			45 year old Other Race male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They give me money.	I couldn't get grants, medical coupons when I was suffering with my severe mental health issues. I wasn't showing up for appointments (my mental health status prevented that) and I needed the assistance! I don't have the solution, but I am sure I'm not the only person with similar problems.		36 year old Caucasian female in Western Washington using program(s) CEHMSZ
They give me food stamps, medical for my family.	Applied for TANF and they said that you needed to go to WorkFirst and you can't because you have two disabled children. I provided them with a letter from the doctor, but they still stated that I had to go to WorkFirst. This has been a lot of trouble for me and I did not get my TANF grant.	No, that's it.	10 year old Hispanic female in Eastern Washington using program(s) EHM
I have to say that I like their live operators at the Call Center - they seem to be most friendly and actually listen unlike when I visit the CSO and the staff's eyes seem to glaze over as I explain my issue or problem.	I think there is a lot of waste of paper when they send out so many notices of changing things. I got five pieces of paper in one envelope today! They said that my food stamp allocation was increasing by \$1. Why can't they e-mail us things like this?	The surveyor doing this survey has good telephone manners.	28 year old American Indian female in Western Washington using program(s) CEHMZ
They are very helpful in providing assistance to people that need it.	They need to have a public phone number at the local office that the clients can call instead of having to call the call center.	No, everything is great.	1 year old Caucasian female in Eastern Washington using program(s) EM
The people who I have dealt with at the Renton CSO - Dorothy Capers - she is outstanding. Also, Bev Goldsmith is also outstanding. They listen to me instead of speaking to me.	The CSO intake at Renton - I have a 1:30 appointment - I pull my number and then sometimes wait for two hours for my appointment! I got there at 1:00 p.m. and today they called me at 1:40 P.M. They should take a hard look at the system and look at how the Social Security office does it.	They really need to take a different look at their pharmacy - what they approve and what the medical coupons will cover. I have been to the pharmacy a number of times and have observed really sick people on assistance who couldn't get the prescriptions that they need - the pharmacists says the drugs are not covered by the medical coupons.	16 year old Hispanic male in Western Washington using program(s) EM
From a client perspective, it's lousy. They hem and haw around about you're probably not eligible and I say look - it's not for me - it's for the boys.	They need to go retroactive for services that guardians can get now!		57 year old American Indian female in Western Washington using program(s) EZ
	I have spend down because I work and I felt that between the [Location Redacted] Mental Health supervisor does my spend downs. My worker at DSHS went on vacation and I completed my spend down, but Social Security took \$300 out of my SSDI check. The lead worker at DSHS was supposed to take care of it. Then, the lead worker asked if I had called Social Security. I had called, but I still don't have the \$300. [Name Redacted], DSHS Bremerton, is my worker.		42 year old American Indian female in Western Washington using program(s) H

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with medical coupons for my family.	So far everything is fine and I get the medical coupons when I need them.	No, not right now.	11 year old Hispanic male in Eastern Washington using program(s) M
Nothing.	They could be more understanding at times at the CSO - Tacoma.	It is a good program, very helpful.	17 year old African American male in Western Washington using program(s) EM
Some of the staff are really there for you.	In the Mental Health situation, I think that it's not a good program since one must return after six months to continue getting medical coupons for the mental health treatment. It creates a lot of stress on me.	I recently did the spend down and they put me down for 11-08 to 04-09. I didn't have a medical coupon for 11-08 because they were working on the spend down. That is being included in my six months. This wasn't very fair to me. Also, some of the staff at the Bremerton CSO make mistakes that really affect me.	53 year old Other Race female in Western Washington using program(s) HM
Thank you for providing me with medical coverage for my children and I would not be able to care for them without the coverage.	Nothing at this time.	Nothing right now.	1 year old Caucasian male in Western Washington using program(s) M
I feel they are quick to get me in. When I call, they listen to what I have to say about my needs. They direct me quickly.	I would like an office in Battleground.	I think it's good.	8 year old Caucasian male in Western Washington using program(s) EHM
The help that I receive from them.			12 year old Caucasian female in Western Washington using program(s) HM
They provide me with medical services.	Be nicer on the phone and let people talk about the situation and not butt in.	No, nothing at this time.	28 year old Caucasian male in Western Washington using program(s) ACEHMSX
It helps my family. It takes a strain off of being a single parent when you have no help, but yourself.	I think that they should investigate people a little better because there are people that really need the services that do not get them because they don't qualify when other people are getting \$1000 per month and should not be eligible. There are many people that misuse the system. The standards should be increased for working parents.	No, but I think you are wonderful.	11 year old Caucasian female in Western Washington using program(s) EHM
It's easy to get to their office.		I like the DSHS services.	58 year old Other Race female in Western Washington using program(s) EHM
They provide me with food stamps and medical.	Nothing.	Nothing.	49 year old Caucasian 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 very helpful in helping me get food stamps and medical and also sending me to the nursing assistance program.	More job training programs for people who can't afford to go to school or qualify for assistance. They need to offer more mental services and not have such a long waiting list.	Nothing. I appreciate everything that I have received.	39 year old Caucasian female in Western Washington using program(s) EM
	Take my art and make it into a book.	I wish DSHS would put me in a group home with people my own age.	48 year old Caucasian male in Western Washington using program(s) AHM
Getting my health care taken of.	Try to stick with the same rules for at least five years at a time. DSHS runs everything this way and the rules always seem to change.		52 year old Caucasian male in Western Washington using program(s) EHMS
I appreciate all the help that they give. My income is very low and the help and the resources are very helpful They provide me with the food stamps, medical and chore services, heating assistance and meal on wheels when I need it.	Nothing.	No, not really. I have no complaints	80 year old Caucasian female in Eastern Washington using program(s) AEM
I have generally been able to get what services that I need.	Coordinate their services with Medicare services. It's a real bad thing when I had medical coupons thru DSHS, but I was actually covered by Medicare. I am still trying sort that mess out.		55 year old Caucasian female in Western Washington using program(s) EHM
The service that DSHS provides.	They should have more people available to answer the phones.	I am thankful that DSHS is there.	28 year old Other Race female in Western Washington using program(s) EM
That they have services available to help.	I would say communicate better between Economic Services and Medical Assistance. The grant staff do not communicate well with the Child Support staff.		7 year old Hispanic male in Eastern Washington using program(s) EHM
	The spend down - DSHS figures out what I get on Social Security and then they say I make say \$63 too much. Then, they say I have to come up with \$478 in paid medical bills before I can be reinstated. I can't afford that! I just think its too much money for someone living on a tight monthly income! If I am really sick, I can't go to the doctor. The same thing happens when I make money from a part-time job and then I lose my food stamps benefits. DSHS should try and help a person who is mentally and physically able to get a part-time job instead of taking away benefits right away! The first thing I know is that my benefits are reduced.		60 year old Caucasian female in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Receiving the help that they provide - I appreciate the help they provide.	Sea-Mar - they need to have more personable staff. Most staff speak Spanish - they are low paid and very busy. It is very difficult to talk with them. Sea-Mar is the clinic that provides my medical through DSHS. When I spoke with Sea-Mar staff, I had severe pains in my chest and wanted to get in to see my doctor. Then, I had to go to the emergency room and it was my gall bladder. I have had a previous heart attack and thought I needed immediate treatment.		63 year old Caucasian female in Western Washington using program(s) EM
That you give help for our kids.	Have more help for families that really need the help. More medical coupons for kids that don't have them.		17 year old Hispanic male in Western Washington using program(s) M
"No comment."	DD staff are not compassionate about our situation since we have two children with disabilities. Our experience has been that DD changes case workers very often - this causes problems and issues: 1) It is difficult for a new caseworker to know our children and show compassion for them. Then, we get another new caseworker and start over again; 2) The last two new case workers didn't seem to have a good working knowledge or grasp of the rules and laws for service provision.		5 year old Caucasian female in Western Washington using program(s) DM
I like the colorful people that I talk to in line as I wait at DSHS.	They could have it so you could wait longer in line and procrastinate so the line gets longer. Have less of a smile on their faces when they greet you in.	They should make the services more readily accessible until 7:00 p.m. in the evening. Have more benefits - loosen up the eligibility criteria as much as possible.	42 year old Hispanic male in Western Washington using program(s) EMS
I like that they always pay attention to us, give us good assistance and help us with our problems.	Everything is fine for me so far.		5 year old Hispanic female in Eastern Washington using program(s) EM
It's always easy to get ahold of people and they are usually cooperative considering the situations of all clients.	Checks to protective payee don't arrive on time. This is sporadic, but aggravating.		43 year old Caucasian female in Western Washington using program(s) DEHM
I like the respect that they give me. I like the services and they are doing their job for the aged and including the younger people. Thank God that they give us enough.	You know from my point of view they are doing their best, I cannot add anything or change anything.	No, nothing. I was very pleased to talk to you.	70 year old Caucasian male in Western Washington using program(s) EM
I really don't.	They can give people more food stamps if they need them.		49 year old African American male in Western Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are able to help us with the medical coupons because we cannot afford it.	Finding dental care. It is very hard to get a dentist that will take medical coupons.	No. Everything is great.	2 year old Caucasian female in Western Washington using program(s) M
I am able to pay for my food and medical because it's rather expensive to go to the hospital.	The CSO waiting line is too long and they need to refresh the movies.		28 year old Other Race female in Eastern Washington using program(s) CDEHM
They have provided me with food stamps and mental health services.	To allow people to have XX amount of money from the sale of their house without budgeting it.	Nothing.	63 year old Caucasian female in Western Washington using program(s) EH
They have provided me with medical care, food stamps and cash.	Providing more dental care with the medical coverage would be great. Having more dentist that accept the medical coupons is necessary. GAU needs to provide dental coverage.	NO	42 year old Caucasian male in Eastern Washington using program(s) E
The respect that I get, they listen to me, and almost 99% of the time I get wonderful response and wonderful people to talk to. They also provide me with the medical, and food stamps that I need.	I can't think of anything. It has all been just wonderful for me.	You are a sweetheart.	49 year old Caucasian female in Western Washington using program(s) CEMZ
What I like the most is that they don't do any discrimination against anyone seeking services at DSHS.		I only can say that I went to the CSO - I was always treated well and they provided us services.	30 year old Hispanic male in Eastern Washington using program(s) E
They are always are there when I need them. They provide me with medical.	More interpreters for Spanish people.	No, that's it.	30 year old Hispanic female in Western Washington using program(s) M
They are quick, kind, and courteous. They are good people and provide me with my medical.	Not really they are doing a great job.	No, everything if great.	41 year old Caucasian male in Western Washington using program(s) M
Good work.	I don't know.		60 year old Caucasian male in Western Washington using program(s) DEHM
Everything. The quality of the case management. Very happy with the services that we receive.	They need to provide better dental services for people on SSI and disability Social Security so that the client does not have to have a tooth pulled and instead can have so option as to getting the tooth fixed.	No, everything is good.	68 year old Caucasian male in Western Washington using program(s) AM
	There is a very long wait time at the CSO - too long.		32 year old Caucasian female in Eastern Washington using program(s) E

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
As a disabled person, I don't think I have been made to feel less able as a person by DSHS.	DSHS is using the staff skills to be the best of their abilities. I think they might be overwhelmed in some areas.		58 year old Caucasian female in Western Washington using program(s) EHM
The services that they provide. They treat me very well and provide me with medical and food stamps.	Nothing that I can think of. I like things the way they are.	Keep up the good work.	47 year old American Indian female in Eastern Washington using program(s) EMZ
I like the service and help that I have received with my medical and food stamps.	The financial workers need to be more considerate of the client and understand the situation that the client is dealing with instead of treating them like they are a number and not caring for them or finding out how to correct the situation that is causing the problem.	No, that covers it and thank you.	8 year old Caucasian male in Western Washington using program(s) EM
I like all the help you have.			6 year old Hispanic male in Eastern Washington using program(s) CEM
	When I go in for an appointment, if I am even three minutes late - they say I have to reschedule my appointment. But, if I go in early - I have to wait for 45 minutes after my scheduled appointment time. So, DSHS could consider extended hours, phone appointments or something to alleviate this situation. I work and it creates real problems. If DSHS time is so important when I am three minutes late, so when I come in early and wait, wait, wait - they should be required to reschedule to meet with me later. Again, I take time off work for these appointments. They don't respect my time.		3 year old Caucasian male in Eastern Washington using program(s) EM
I think the people are very helpful and the services they provide help us a lot.	They should answer 800 number - the recording said the wait time was twenty minutes.		6 year old Hispanic male in Western Washington using program(s) EM
I am glad they are there to help provide medical coupons and the food stamp program.			49 year old Caucasian female in Western Washington using program(s) EM
	Most service was courteous, but seemed impersonal most of the time.	We have been grateful for the support and now have reached a point where we no longer require it.	30 year old Caucasian female in Western Washington using program(s) E
	I think they should go by the book. DSHS in Moses Lake has standards and you either fall into them and receive benefits or you don't. I don't think that the Moses Lake office is doing it correctly.		27 year old Caucasian female in Eastern Washington using program(s) EZ



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	I just think that the situation exists where DSHS could fine tune their programs more. In order to keep Medicaid, at my age I have to apply for Medicare. Why do we have to do all that paperwork to accomplish such a simple thing? I ended up with a Seattle attorney to get the mess straightened out - the judge granted me my wishes. There was lot of stress involved at my age.		65 year old Caucasian female in Western Washington using program(s) EM
Saying goodbye.	Food stamps - I have a landlord-tenant relationship with my roommate. My roommate rents the house and I sublease from him. His landlord is uncooperative with DSHS and will not fill out the DSHS forms. It makes it difficult or impossible to get food stamps because of this. I have to go to food banks or steal from grocery stores to feed myself. I need food stamps, I have no job, no income, I owe four months of rent to my roommate.	DCS asked for money - they took money out of my check, but won't give me any information about where the money goes. I am paying child support on an eleven year old child whom I have never seen. I never get to see her - never have seen a picture of her - can't get an address or social security # for insurance purposes to cover her if and when I get a job.	42 year old Caucasian male in Eastern Washington using program(s) EMX
They help my family.			22 year old Caucasian female in Western Washington using program(s) EM
Even though it took a while to get someone (a live person) on the line, I always ended up fixing what the problem was (about 80% of the time).	Have more customer service representatives during peak hour times.		9 year old Hispanic male in Eastern Washington using program(s) EM
The little computers where you sign in at the CSO.			25 year old Caucasian male in Eastern Washington using program(s) EHM
The help that we receive.	Return phone calls on time.		13 year old Caucasian female in Western Washington using program(s) EM
They really take care of people in how they help them.			1 year old Hispanic male in Eastern Washington using program(s) CEM
I make minimum wage - they help me with food and it's very much needed.		I'd like to win the groceries worth \$250!	50 year old Caucasian female in Eastern Washington using program(s) E
That they treat us fine.	They could have more staff in the office.	I have to wait at least 40 minutes for an appointment at the Sea Mar Clinic. They have a rule that if I arrive 15 minutes late - they won't serve you. But, they have a severe backlog normally.	16 year old Hispanic male in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are there when you need them.		They are doing a good job - if the jobs aren't out there the Work Source should understand that.	49 year old Caucasian male in Western Washington using program(s) EMX
It is cut and dried. You can get assistance or you can't get assistance. They do provide me with my medical and food stamps, but I don't know what the correct amount of food stamps that I am receiving is each month.	Increase the amount of food stamps that we receive each month.	No. I cannot think of anything.	58 year old Caucasian female in Western Washington using program(s) EM
Nothing.	The biggest thing that DSHS could do is understand the problem of a common person - I am speaking of the DCS staff. They don't understand how it works in the real world. They think that working for McDonald's pays child support, but they don't give a crap if it makes a living for you. When two states are involved, both states file against you and both take money out of your paycheck and they don't care if you get stranded or not. TRUCK DRIVER: I HAD A JOB AS A TRUCK DRIVER, BUT STATE OF WASHINGTON SUSPENDED MY DRIVER'S LICENSE. I WAS MAKING ABOUT \$1,200 PER WEEK AND PAYING WASHINGTON AND MISSOURI CHILD SUPPORT. AS SOON AS I DROVE BACK INTO WASHINGTON STATE, I WAS PULLED OVER AND GOT \$1,100 IN FINES BECAUSE I HAD NO DRIVER'S LICENSE.		31 year old Caucasian male in Western Washington using program(s) EHMx
It helps me with my medical and food.	I can't think of anything right now.	No, everything	65 year old American Indian male in Western Washington using program(s) EM
The people are nice that work there.	They could schedule appointments closer to today's date.		27 year old Caucasian female in Western Washington using program(s) EHMZ
Everything is fine and when I have taken the applications everyone is nice. Grateful that I get medical assistance for my children.	I don't know, because for me everything is fine.	No, everything is fine.	0 year old Hispanic female in Eastern Washington using program(s) M
The people.	Have more staff.		66 year old Caucasian female in Western Washington using program(s) AEHM
That they treat us well and provide medical assistance for me and my son.	Continue to treat us well, with respect.	Thank you.	14 year old Hispanic male in Eastern Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They give us services that I usually need.	Nothing at this time.		6 year old American Indian male in Eastern Washington using program(s) EM
I don't like to deal with them very much. I love DD and their services, but I find the rest of DSHS too large to deal with. There is a lot of information that is different every time that you call.	They need to break up into smaller divisions. They are too large.	No, I am really glad you are doing the survey and I hope that it helps.	17 year old Caucasian male in Western Washington using program(s) CDM
They are always nice and polite and they give me medical and food stamps.	They need to have more places that will accept the medical coupons for dental work.	No, I cannot think of anything. It is great.	66 year old Caucasian female in Western Washington using program(s) EM
They have an interpreter and they solve all the problems and they give me medical coupons that I can use with my children and myself.	The truth is I don't know.	No Everything is excellent.	28 year old Hispanic female in Western Washington using program(s) M
The supervisors call you back.	Hire better social workers that actually care about the people and not be indifferent.	For the most part I've had good experiences, but in ESA I had a social worker that was NOT someone who wanted to help me. I always needed to call her supervisor to answer my questions and she was just RUDE.	55 year old Caucasian female in Western Washington using program(s) EHMSZ
They help you with anything that you need.	No problems.		1 year old Caucasian male in Eastern Washington using program(s) EM
They are a lot better now than what they used to be. There used to be a number of sarcastic workers. But, now it is 100% better.	Find a way to see your clients a lot quicker when they are waiting in the waiting room.		58 year old Hispanic female in Western Washington using program(s) EHMV
That they listen to me.	Maybe get some help with the children at school. I am referring to when my daughter finishes high school - maybe some sort of financial aid could be available to help with such costs.		15 year old Hispanic female in Western Washington using program(s) EM
People are always nice.	Cut out spend down.	It's a good thing for everybody.	46 year old Caucasian male in Western Washington using program(s) EHM
Everything.	Nothing.	No.	48 year old Caucasian male in Eastern Washington using program(s) EM
	They could pay more attention to expenses as they tell me that I make too much money.		18 year old Caucasian female in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are very helpful. Hey provide me with food stamps and medical and cash sometimes.	Nothing.	None.	77 year old Caucasian male in Eastern Washington using program(s) EM
In a very difficult situation they have smoothed things out for us. The CSO and CPS made it very easy for us to get guardianship of our grandchildren and have provided assistance for their medical and day care services which has been very helpful.	Nothing.	No. Everything is great and I am glad that there is assistance for grandparents needing to take care of their grandchildren.	6 year old Hispanic male in Western Washington using program(s) CEM
The caseworker provided us with an interpreter to help us get medical, food stamps, and any other services that we need. The caseworker is really helpful to us.	Nothing that I can think of.	No.	82 year old Hispanic female in Western Washington using program(s) AEM
	Make their lobby wait a little bit quicker.		25 year old Caucasian male in Western Washington using program(s) E
That they help everyone that is eligible for help. Thankful that they have been there for us otherwise we would not be able to eat. Also I am thankful because my wife was able to get drug and alcohol treatment.	Single person over the age of 18 be eligible to receive medical.	That you are very nice and sweet on the phone.	33 year old American Indian female in Eastern Washington using program(s) CEMSZ
They help you with different services.		They do good work and help people out with their needs - I appreciate that!	6 year old African American female in Western Washington using program(s) CEHM
The medical services.	DVR shouldn't make it so tough to get rehabilitated for work if a person wants to go back to work after an accident. Medical coupons did not cover dental work. When I was injured and out of work, DCS kept after me for back support which I didn't have the money to pay. The state needs to look at its programs and how they impact middle class citizens who are working and paying taxes. I was hurt and really needed help from the state.		33 year old Caucasian male in Eastern Washington using program(s) EMVX
All the workers know the same information. They have helped me with the medical for my family.	I don't know.	No, not really. Nothing.	0 year old Hispanic female in Eastern Washington using program(s) EM
They have been very nice and helpful whenever I have gone in to get help. They have provided me with food stamps, medical and cash which has really helped me. The workers at the front desk are very nice.	I can't really think of nothing.	No, I think that I covered everything pretty well.	62 year old Caucasian female in Eastern Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
My worker that helped me apply for Social Security - her name is Megan - she is in the Yakima CSO.	Have more appointment times instead of walk-in times. If I walk in, sometimes I have to wait for 4 1/2 hours.		27 year old Other Race female in Eastern Washington using program(s) CEHMZ
They are willing to listen to your needs.	Have easier eligibility standards.	I just appreciate the help.	23 year old Caucasian female in Western Washington using program(s) EHMZ
They have provided me with my medical coupons each month.	I don't know.	No. Everything is great.	29 year old Caucasian female in Western Washington using program(s) CDEM
They helped when I needed it.	The CSO made me feel like an outsider.		28 year old Hispanic female in Eastern Washington using program(s) EMZ
Everything is fine.			10 year old Hispanic male in Western Washington using program(s) EM
Nothing!	Increase the monthly grant amounts.		13 year old Caucasian male in Western Washington using program(s) EM
They are always friendly and helpful. They answer my questions and have provided me with medical and food stamps.	Nothing.	NO.	5 year old American Indian male in Eastern Washington using program(s) EM
I have got very good service with the medical coupons.	It would be helpful if I could get the medical coupons in the mail instead of having to go to the office each month to pick them up.	No. None	7 year old Hispanic female in Western Washington using program(s) M
They have provided me with all the services that I have needed. They are always nice to me.	I think that they do a great job and I don't think that they need any improvement anywhere.	No, it's all good and I am grateful.	9 year old Hispanic female in Eastern Washington using program(s) EM
I like to deal with them because they explain things. If I have a doubt, they help me with that.	Everything is fine.		50 year old Hispanic male in Eastern Washington using program(s) AEHM
All the programs they offer are fine.			12 year old Hispanic male in Western Washington using program(s) CHM
I really don't deal with them.	I guess nothing.	No.	6 year old African American male in Western Washington using program(s) M
They give me medical coupons and help with the day care for my children. I am very grateful for this assistance.	Nothing.	No, that is it.	2 year old Hispanic female in Western Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like the assistance for our needs.	First of all, they need to improve their way of customer service with refugee people. Actually, I have seen a great difference between the way they treat me compared to the one they treat people from other nations. It is because I am from Iraq. Also, my impression is that they do not listen to our needs. Let's say we have plans for the future of our children - it is the DSHS way or no way. Let me just summarize it to you. My husband has a back problem, language issues, he does want to work and they want him to work. When he applies, he has language problem and no one wants to hire someone with back problems. They don't let us have an opportunity to express our needs and conditions. Also, he was threatened by the workers that he was going to cut the grant by 40%, etc.	Also, I would love to see them to treat immigrants more gently...especially Iraqis. Because, we have pain - we are really in pain.	38 year old Caucasian female in Western Washington using program(s) EHM
I love my support enforcement worker. They have helped me with medical, food stamps, and support that I receive and I am very grateful for their services. I appreciate their help.	Have more doctors that accept Molina. We need to have more dentists that accept the medical coupon.	No, but thank you for helping me.	15 year old Caucasian female in Eastern Washington using program(s) EM
We like the fact that we can get medical for the children.	No, everything is great.	We are satisfied with the services that we have received, but we need help getting a job.	15 year old Caucasian female in Western Washington using program(s) EM
Good.			68 year old Caucasian male in Western Washington using program(s) EHM
I don't like to deal with them!	Raise amount of food stamps according to market prices.		66 year old Caucasian female in Western Washington using program(s) EHM
The people are great to work with and they take of any problem that arises. I get medical and food stamps and greatly appreciate the service they provide.	Nothing that I can think of.	No. Everything is great.	50 year old Caucasian male in Western Washington using program(s) EMS
The fact that I can get medical care for my kids.	They could increase income guidelines so that I could get higher amount of DSHS services.		30 year old Caucasian female in Eastern Washington using program(s) EMZ
That they are there when I am in a time of need.			28 year old Other Race 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 they helped me out a "little bit."	They shouldn't be rude - the lines shouldn't be so long - when you call you shouldn't have to wait on hold for at least 30 minutes - they could really care about your situation rather than just rush you through and out of the office.		23 year old Caucasian female in Western Washington using program(s) EM
Most of the people are nice and they give you food stamps and cash assistance when you go in at that point in time.	Some of their staff are a little grumpy. That is the Tumwater CSO. They could have more offices more conveniently located. Tumwater is a long way from me.		18 year old Caucasian female in Western Washington using program(s) EMZ
The help that they give me with the different services. CPS is harder to work with, especially one in particular. She makes statements that aren't true to us and about us.	Try and get a better CPS worker for our case. She is not willing to work with us and keeps saying things that aren't true.		28 year old Caucasian female in Western Washington using program(s) CDEHMZ
They are easy to talk to.	Have an office here in town instead of Tumwater. I live in Olympia!		7 year old Caucasian male in Western Washington using program(s) EM
Medical coupons.	Give me a higher amount of food stamps.		21 year old American Indian female in Eastern Washington using program(s) EMX
People are nice, friendly, no problems so far.			10 year old Hispanic male in Eastern Washington using program(s) EM
They are pretty quick.			9 year old Caucasian female in Western Washington using program(s) CEHM
For the most part everybody has been very nice. They have provided me with the medical services that I have needed.	Have more dentists in our area that will accept the medical coupons.	No.	9 year old Caucasian female in Western Washington using program(s) M
They provide me with my medical assistance.	Make the 800 # and the call center # quicker so that you don't have to wait 20 minutes for someone to answer the phone.	No. Everything is fine.	26 year old Caucasian female in Eastern Washington using program(s) M
They have helped me apply for SSI. They also provide me with food stamps and medical and TANF.	Nothing that I can think of right now.	No. Everything is fine.	33 year old Caucasian female in Western Washington using program(s) CEHMSZ
The help that I receive which is medical assistance, food stamps and mental health.	Try to communicate with different workers (financial, social services, and the workers at the school). Less paperwork and it is not necessary to keep asking for the same thing over and over when it is in the file.	No. I don't think so.	40 year old Hispanic female in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think that they are there for the people that need the services and do very well in providing the services for them. They have helped me with medical and foods stamps and mental health. The mental health services have been excellent for my son.	They need more staff at the CSO and the call centers. It is hard to reach someone at the call center. They need to delete some of the options given when you use the call systems and make it much simpler to connect with a real person.	NO.	12 year old Caucasian male in Western Washington using program(s) CEHM
They answer my questions. They provide me with medical and other services that I need.	The time frame from when I dropped off my application and from when I am getting a decision of assistance needed to be shortened. I dropped off my application on Wednesday and called on Thursday and the worker stated that they did not have the application. They are not treating me with respect and treating me rude and I feel that my case is not important.	No, I don't think so.	31 year old Hispanic female in Eastern Washington using program(s) EM
People are generally nice and understanding.	I wasn't exactly happy with how they figured out how much I would be getting. I was getting less than what I was getting when I was first received assistance, and not much had changed. I don't think they take into consideration inflation, and don't feel like I got near enough food stamps.		44 year old American Indian female in Western Washington using program(s) E
They provide medical for my daughter.	Its good. Nothing.	I think that's all.	2 year old Hispanic female in Eastern Washington using program(s) M
That they are available, even if you can't get them online, you can go to the office. If you are patient you can talk to someone.	They need more doctors that will accept Medicaid. Down at DSHS office, the worker who worked on my case could not do the work so she ignored it until I went to office and talked to her supervisor. The department needs a better data base for information so workers have information available to answer questions. We see 2 mental health professionals, one is for mental health and one is behavioral, because of doctor/counselor turn over, it is hard for client to build a relationship with a worker. A lot of workers do not really listen, when you give a medical coupon they look and treat you different than someone with regular insurance.	It would be nice if there some dentists who would accept Medicaid for adults.	9 year old Caucasian male in Western Washington using program(s) EHM
They answer my questions and explain it in detail so that I understand it. They also provide me with medical and food stamps and cash. It has been great receiving their assistance.	I can't think of anything.	No. I am very pleased with the staff and you have been wonderful.	51 year old Caucasian female in Western Washington using program(s) EM



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They pay my rent, provide medical coupons, I get cash and food stamps and all I can say is God Bless Them.	I don't know what to say on this one. They provide services to everyone according to their needs.		34 year old African American female in Western Washington using program(s) EHMV
I do like the fact that they provide food stamps and medical and TANF.	I think that they need to readjust the workers attitude so they don't act like they are taking money out of "their" own pockets to give to us. It seems like 50 to 60% of them act this way. I have worked, but had to apply for help. They make you feel like a dog that has to jump through hoops to get anything. You feel low as it is when you walk into the office, and the way some of the workers treat you makes you feel even worse.	Maybe workers should keep their personal thoughts and opinions to themselves, unless it is something positive.	30 year old Caucasian male in Western Washington using program(s) EM
Nothing. I hate going in there.	Get more people and staff and more funding.	Nothing. I have to go. You have used all my minutes up.	8 year old Caucasian female in Western Washington using program(s) EM
It seems very easy and straightforward and provides medical for my son.	Nothing.	No, I don't.	11 year old Caucasian male in Western Washington using program(s) M
The availability and efficiency of the food assistance program, they were phenomenal.	Including parents in medical assistance programs would be nice since the parents need to be healthy to care for their children. Division of Child Support failed at trying to collect child support from children's father and he was working and I gave them all the information, if they could be more productive it would be nice.	I think that because we receive food stamp assistance, I wish there could be gas assistance.	49 year old Caucasian female in Western Washington using program(s) EMZ
They help me with my medical and food stamps and other needs.	They need to shorten the recording on the phone and have less options to choose from in order to get the person on the phone that you need to talk to. They need to explain spend down in a way that the client can understand what it is.	I don't so. I think you covered it real well and thank you for being so nice.	71 year old Caucasian female in Eastern Washington using program(s) EM
They try to work with you in your situations. I am applying for SSI and they try to work with you, also work with you in family/children problems.	Get more staff so they could work with you and give some more time, the workers and social workers seem overloaded. They do not respond to phone calls, and I have to catch 2 buses to get to the office and I am solo parent of three children. I wish the social workers would work with me a little more in trying to apply for SSI, I know the office has SSI facilitators.		4 year old Other Race male in Western Washington using program(s) CEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The help that I get from Mental Health services that I wouldn't be able to get otherwise. They also provide me with food stamps and medical coupons. They have helped me to retrain to reenter the workforce.	They have more medical offices and dental offices available to accept medical coupons.	No. I should don't.	28 year old Caucasian female in Western Washington using program(s) AEHMS
The website is user friendly.	I would say that it has to do with employees at the CSO. They are very short, curt - they do not treat people respectfully.	The lady at the CSO - financial person - was arguing with me about income that my husband doesn't even make, but she felt that he made. I felt that we had to prove he didn't make the money - I was guilty as charged before it was verified. It was proven to be an error in the DSHS records.	5 year old Caucasian male in Western Washington using program(s) EM
They give me medical coupons each month.	Nothing.	No.	19 year old Caucasian female in Eastern Washington using program(s) M
I feel that their food program and information booklet are well done. Very clear and easy to use.	Phone service - it's difficult to get to your worker via phone. They are also poor at returning calls.		56 year old Caucasian female in Western Washington using program(s) EHM
They have changed a lot and are willing to improve services. It used to be that when you got a job you were just dropped or terminated right away. Now, when you get a job, you still get support services and are able to make the transition easier, like child care, and transitional food stamps.	The time that it takes you from initial contact to when you get actual services seems very long. The communication could improve as I have tried to call several times and am told that I need to call back later due to high call volumes.	Overall, with the improvements and new programs they have done a good job in helping people get jobs and keep jobs.	5 year old Hispanic female in Eastern Washington using program(s) EM
That they provide me services.			46 year old Caucasian female in Western Washington using program(s) EHM
Everything is fine. All of my children get medical and I am grateful for that.	I don't think that there is anything that they can improve on. The only thing that would be nice is that we could go to the clinic on Sundays.	No, as I said, everything is fine.	15 year old Hispanic female in Eastern Washington using program(s) M
That they help me when I'm down, and they also helped me put my shoulder back together, so they have been great.			40 year old Caucasian male in Eastern Washington using program(s) EMV
That I always get my medical coupons on time. And, the COPES payment too.		Overall, they are really good for me.	55 year old Caucasian female in Western Washington using program(s) AHM
The people that I dealt with me showed me that they cared about me and that they wanted to help me. I also get medical coupons and food stamps which are very helpful.	It would be great if the medical coupon would cover more things. It is hard to find a dentist and when you need root canal they do not cover it.	No, everything is OK.	38 year old Hispanic female in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
		I think that medical coupon program should work more with the psychiatric program.	32 year old Caucasian female in Western Washington using program(s) DHM
Money.	I would like to be closer to my home in Bothell, WA.		44 year old Hispanic female in Western Washington using program(s) HMZ
	Make it so you could get ahold of them by phone.		26 year old American Indian male in Western Washington using program(s) EHM
Everything is streamlined so you don't have to duplicate applications and paperwork. For the most part, usually when you need assistance you can receive it within a reasonable timeframe.			32 year old Caucasian female in Western Washington using program(s) EMZ
They provide services with Child Care Connection over the phone, I like that convenience.			7 year old Caucasian female in Eastern Washington using program(s) E
The benefits.	Have more dentists that take coupons, as I have to take my children to Bremerton, and I live in Montesano.		29 year old Asian American/Pac Isl female in Western Washington using program(s) EMZ
I like the fact that you don't have to go to the office too often, maybe we go once a year is good.		The food is very expensive, we are very grateful for the help, but wish they could raise the benefits a little bit, especially with diet restrictions.	71 year old African American female in Western Washington using program(s) EM
Pretty much nothing.	They could have better communication, I think their paperwork is unbelievable and redundant. I think they need more social workers, because the workers just type info into computers. I am sure they are overloaded, but it would be nice to have personal attention/communication.		6 year old Caucasian male in Eastern Washington using program(s) EM
I like that they help people. When we came to this country they helped us with money and food stamps and it helped us very much.			24 year old Caucasian female in Western Washington using program(s) E
They provide services to community when needed.	Maybe if they had more people up front to help people to eliminate back up, because sometimes you just have a simple question.		8 year old Hispanic male in Eastern Washington using program(s) EM
Well, I think they are helpful and informative.	It was irritating to send in my paper work every month, but now it can be done by phone call.		7 year old Asian American/Pac Isl female in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are local. They have the most fantastic services around for people. I hate to see GAU cancelled.	They need more employees. Also make sure people are not treated differently when they go to doctor's offices and especially the emergency room. They treat you differently when you have Medicaid coupon. When I went to emergency room with a severe cut, waited for 2 hours, a person came in after me with minor cut and she had Premera Blue Cross. She was seen immediately while I waited. Also the radiologist office treats me disrespectful and humiliates me in front of others, and chews me out that I haven't made a payment, and also tells me to go apply for welfare.		51 year old Caucasian female in Western Washington using program(s) EHMZ
	I think that they should have a three month review by mail with each of their clients enabling the clients to call them and make an appointment with DSHS staff.	There should be a check in point (on a three or six month basis) with the clients being served to ensure that there is not over servicing or under servicing.	47 year old Caucasian female in Eastern Washington using program(s) EHM
They help out a needy family.	Mental Health [Location Redacted] has only one counselor so she is the only one available for consultation. If she is not there, it creates lots of problems! The communication is lacking and not very good. The one-on-one appointments we are supposed to have monthly are not occurring - we had our last appointment in November and now it's nearly February 1 and we have not had another appointment.	It would help if DSHS could help with more tutoring or counseling help with my children. I am a single parent and I need help for my children!	12 year old American Indian male in Eastern Washington using program(s) CEHM
They are always open when I need them. They give me medical, food stamps and child care for my family.	The child care department needs to be quicker in responding to calls that are left for services needed.	No, everything is great and it is nice to be able to give some feedback on the services received.	10 year old Hispanic male in Western Washington using program(s) EM
They do seem like they are pretty fair and seem to listen to what you have to say.	As far as the location of the office, I live in Des Moines, and I have to go to White Center, which is farther to go to than the Kent office. It is more costly to go over there.		52 year old Caucasian male in Western Washington using program(s) EHMS
It is easy to get assistance and they are very courteous. They have provided me with medical assistance for my family.	Nothing. I think that everything is fine.	No, none at all.	13 year old Caucasian male in Eastern Washington using program(s) EM
I don't like to deal with agencies although I have had no problems with DSHS.	Send me more money.	The interviewer has a very sexy voice.	45 year old Caucasian female in Western Washington using program(s) EHM
The medical coverage is nice.	Not take so long to approve medical equipment which is needed. I have to wait for months for requests for medical equipment to be approved and I need the equipment right away.		62 year old Caucasian female in Eastern Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with medical and food stamps for my family and done a very good job at it.	Every office has their good and bad, but most of what I see is that they know how to do their job.	No.	6 year old African American male in Western Washington using program(s) EM
I like the fact that when services are requested I can usually get a pretty quick answer if [Name Redacted] is qualified to receive the services. Or, we are referred somewhere else to get services.	Offer more programs.		31 year old Caucasian male in Western Washington using program(s) DHM
They made me feel very comfortable and respected me when I went in to apply for services. They have provided me with medical and food stamps for my family.	I don't know.	No. It has been very helpful.	17 year old Caucasian female in Western Washington using program(s) EM
DSHS is good. I have worked with them well and they help a lot.	As my clients improve with treatment, DSHS reduces the payments to me. I don't like that!	I think the survey is really good, but I have already told you my concerns. My name is [Name Redacted] and I am under contract to DSHS. As I have already said, as my patients improve, DSHS reduces my payments. I cannot continue this way and unless it changes I will not renew my contract.	63 year old Caucasian male in Western Washington using program(s) AHM
I like it because you can depend upon being reimbursed for the care that has been provided. It also provided medical assistance for my medical needs. The phone calls are returned immediately.	More mental health services available to the client in an adult family home. It is very hard to find dental care when you have the medical coupons. Also the dental care should include root canals rather than pulling the teeth and not be able to provide a device to replace where the tooth has been pulled. Also it would be helpful if dental care was in our town instead of having to travel to a larger town to get services.	No. Everything is great.	91 year old Caucasian female in Western Washington using program(s) AM
I like that they are there and are available in emergencies.	I have been getting medical coupons for the last six years, but as of 12-13-2008, I have been cut off because I can't prove my citizenship. My birth certificate was stolen in CA and I do not have a copy. So, DSHS cut me off.		39 year old American Indian female in Western Washington using program(s) HMZ
The fact that they are there for me when I need them.		I am really grateful and DSHS helped me get through some rough times.	63 year old Caucasian female in Western Washington using program(s) EHM
I'm having problems healthwise and they signed me up with COPES, and a DSHS worker came out a couple weeks ago and I was told today that I qualify for 90 hours of help in my home each month.	For 8 months they took away my SSI, because I received a settlement from a car accident and I did not know that I needed to spend that money within a month to keep my SSI income and medical coverage. I just got it back last month. They could be a little more informative about the rules and regulations, it would have helped me.		47 year old Caucasian female in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I think they actually do care about [Name Redacted]. Everyone there seems to be on [Name Redacted]'s side.	Even if you have any appointment, one must take a number in the waiting area and then wait for your appointment. It is slow.	We appreciate the help that DSHS has given to [Name Redacted].	49 year old Caucasian female in Western Washington using program(s) EHMV
Nothing that I can think of that is best. I have got the run around each time that I have asked for services.	Limit the number of cases per caseworker. The spend down should only affect the clients that are in need of the service and not base it on the guardian income. There are children that need medical and because the parents make more than is allowed the child's medical is denied. Washington State needs to cover all children's medical, dental and vision under the age of 18. No child should be left behind.	No. I think we have covered everything.	8 year old African American male in Western Washington using program(s) M
Location - if there is a problem - we are within a 15-20 minute drive to the source and get things taken care of.	We have a social worker [Name Redacted] at SLStart who doesn't impress me very much. I don't think [Name Redacted] is old enough, very new, I have a general idea what is best for [Name Redacted](my son). She tries, but it's difficult to accept her.	I am very happy with DSHS, we get good service. It was a bit difficult to get it started, but after it got going all worked very well. It was for my son - [Name Redacted]. It took about a year, but it now works very well!	21 year old Caucasian male in Western Washington using program(s) HM
They seem to structure things out longer that what is actually necessary. I have learning disability, and have to ask a lot of questions to understand. They seem to answer my questions, but don't seem to be very patient.	Explain questions better when asked. They could be a little more patient, as my learning abilities are at 11th or 12th grade level.	I dealt with people that take surveys before, will this survey help services in the future?	48 year old Caucasian male in Western Washington using program(s) EHMV
They do listen to what you have to say and they try to come up with ways they can help.	His (husband) transportation is a problem in getting him to the mental health facilities. We use Hopelink for medical transportation, but they don't consider mental health as a part of that.		29 year old Caucasian male in Western Washington using program(s) EHM
My worker communicates with me well.			8 year old Other Race female in Western Washington using program(s) CEHM
I personally like the empathetic workers, I am going through abusive situation, and my worker is very understanding.	More open lines of communication, sometimes the social workers don't know what the other workers are doing and you have conflicting schedules to try to do each separate workers requirements, sometimes it is almost impossible.		13 year old Caucasian male in Western Washington using program(s) EHM
The people are great and they really go the extra mile to do what they can.	Revamp the entire mental health system. It is difficult to get someone mental health services unless they kill someone, kill themselves or commit a crime before DSHS will step and provide assistance. They really need to ensure that their mental health evaluators should be more highly trained when they come into the emergency room and decide whether a person is OK or not.		6 year old Caucasian male in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like dealing with DSHS as they are an intervention in peoples lives when needed to help people.	Just to continue to be good as they are, and improve as things continue to change in the modern world.		43 year old African American male in Western Washington using program(s) E
The people are very nice when you go in there. They provide me with medical and food stamps for my family.	Have more people up front in the CSO to help people when they come in.	No.	1 year old Caucasian male in Western Washington using program(s) CEM
They have given me medical and food stamps for the family.	Provide more drugs that you can get with your medical coupons. Also I have had trouble getting my prescription filled in the drug store using my medical coupons. They would not approve it until they had a special authorization from the doctor.	No. Nothing that I can think of.	40 year old Caucasian female in Western Washington using program(s) EMZ
I think that Medicaid always comes through and pays for the services. Quite unlike normal insurance which objects to paying for some services.	I don't like the current system where I have to call a call center and no one is assigned the responsibility for any case. I like it when I have one person to call and not have to talk to anyone that answers the phone. Things get lost and work doesn't get done and no follow through. It works better when one person is responsible - ala a case manager. The HWD (Health Care for Workers with Disabilities) is a good program. I think that the spend down is criminal for folks on SSDI. The amount is way too high and I think that people who are not working should have to pay a small monthly premium or amount instead of one massive payment.		54 year old Caucasian female in Western Washington using program(s) EHMV
They always make sure I am OK.	They do pretty good.	I appreciate what DSHS is doing for me.	42 year old African American male in Western Washington using program(s) EHMSV
The help that I get when I need it is great. They provide me with medical and food stamps for my family.	The reviews that they keep asking me to complete are not necessary. They already have the information that they need and can get my wages off the computer so why do I have to keep telling them the same thing each and every month.	No, I sure don't.	16 year old Caucasian male in Eastern Washington using program(s) CEM
They have provided me with services that I am very grateful for.	The staff could be a little more friendly.	No. Everything is OK.	24 year old Caucasian female in Eastern Washington using program(s) CEMSZ
They provide me with food stamps, medical coupons, mental health and housekeeping.	I don't know.	Nothing.	64 year old Caucasian female in Western Washington using program(s) AEHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	They not be so prompt taking medical coverage away from someone who needs it. I had a warrant on me, they terminated my money and medical benefits, and I am unable to purchase the medicines that could keep me alive.	I'm upset about loosing my medical.	40 year old Caucasian male in Western Washington using program(s) EHM
They give me a statement of the amount of support that is paid and the amount of support that is due and the amount of back support that is owed.	Support enforcement needs to do more detective work on the absent parent and what the status of their income is.	No.	43 year old Caucasian female in Western Washington using program(s) Z
	Get the bus passes out when they say they are going to. Not come over at 9PM on a Sunday, (Re: CPS). The prior CPS workers were very good, but the one I have now is very rude, unprofessional and hard to work with. Also, this CPS worker set up conflicting appointments across town that were impossible to keep both of them. One was for a court appointment where I turn in my hours for Homeless Court and the other was for my UA.		7 year old Caucasian female in Western Washington using program(s) CEHM
Nothing because I got denied.	They could help the people that actually need help instead of the ones that are playing the system such as the alcoholics, druggies. But, parents that lose their jobs can't get any benefits.		7 year old Caucasian male in Western Washington using program(s) H
DSHS helps me extend my life by building an independent future for me.	Maybe extend their mental health service pact further north.		48 year old Caucasian male in Western Washington using program(s) EHM
I have always been treated with kindness and respect when I have gone into the CSO. I have been grateful to receive medical and food stamps when it was needed. I appreciate the service that I received above and beyond when there was a mistake made on my food stamps.	They could have an express line for the working clients to come to so that they don't have to use so much time in getting benefits.	No. I don't think that there is anything else.	46 year old Caucasian female in Western Washington using program(s) VZ
Being able to use my benefits which are medical and food stamps.	Being given the option to receive benefits without being questioned or having to prove that you are not lying about the information that you are providing. Not be rude to the clients.	No. Everything is fine.	10 year old Caucasian male in Western Washington using program(s) EM
	They could explain programs better, I am a single parent with 2 children. I am really unfamiliar with the whole process.	I need more help with the process, I am on for 6 months and then they terminate me because I made too much money.	9 year old Other Race male in Western Washington using program(s) CEHM



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	The information I have given to them for the last 15 years, they (DCS) could take some kind of action against the father of my child by this time. Maybe take his driver's license away or put him in jail.		40 year old Caucasian female in Out of State using program(s) Z
I think they are there to help people.			31 year old Caucasian male in Western Washington using program(s) H
That they are there for me.			74 year old Caucasian female in Western Washington using program(s) EHM
The fact that I have a good caseworker.		I attended a hearing or mediation at DCS and the person running the hearing was a real asshole.	24 year old Caucasian male in Western Washington using program(s) X
The mental health division has really helped my 2 grandchildren that we adopted. And the adoption branch that we worked with are all fabulous.	I don't really understand the type of medical insurance we have for the children, and don't know what it covers and what it doesn't cover. I had to pay \$300 on the dental bill as the medical coverage didn't cover teeth extractions and I wasn't aware of this.		8 year old Caucasian female in Eastern Washington using program(s) HM
I wish I could do everything by myself and not have to contact DSHS.		Thank you very much!	25 year old Hispanic female in Western Washington using program(s) EHMZ
Temporary help. Basically, we like to work - like a job. They helped us temporarily and I appreciate it. They helped me get a very good job.			17 year old Caucasian male in Western Washington using program(s) EM
Quick response.	Take a little more time in listening and understanding the client's needs.	I am thankful that DSHS has been there to help.	46 year old Caucasian female in Western Washington using program(s) EZ
They are just helpful.			10 year old African American male in Western Washington using program(s) DEHM
They are easy to talk to when I come to the office.			39 year old Caucasian female in Western Washington using program(s) EMZ
	They could reduce wait times in the office.		9 year old Caucasian male in Western Washington using program(s) EHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>If they had actual liaison people you could deal with and not have to get caught up in the loop, meaning all the bureaucracy in DSHS. A lot of doctors do not take medical coupons. That prevents my son from getting the services he needs. He is in a nursing home and is only seen when the doctor is scheduled to come to the nursing home, not when he specifically needs to see a doctor. The hospitals my son was seen at by emergency, Harborview and Northwest, did not determine that he had a broken neck, they just took X-rays and did not do MRI's. So, there was a 3-month delay in his diagnosis, because of this, he may have had less disabilities as a result if they had diagnosed when he was seen originally .</p>		<p>41 year old Caucasian male in Western Washington using program(s) HM</p>
<p>They are pretty helpful.</p>	<p>It should be easier to qualify for the one-time per year Emergency Assistance.</p>	<p>I feel that the office in Aberdeen is pretty friendly and very helpful.</p>	<p>47 year old Caucasian female in Western Washington using program(s) EM</p>
<p>Sometimes they are helpful. I do receive medical and food stamps for my family and I am grateful for that.</p>	<p>The standards for receiving assistance need to be increased. Also the amount of food stamps that we receive for a family of four needs to be increased.</p>	<p>No. I can't think of anything. I think that we covered everything.</p>	<p>14 year old Caucasian male in Western Washington using program(s) EM</p>
<p>They help me with my food stamps, and my medical coupons.</p>	<p>Nothing.</p>	<p>Nothing now.</p>	<p>1 year old Hispanic female in Western Washington using program(s) EM</p>
<p>They help us out.</p>	<p>Help out more as I have 6 kids, and I am only eligible for \$6, and I could use more food stamps.</p>		<p>40 year old African American female in Western Washington using program(s) HMZ</p>
<p>They provided me with the benefits that I needed.</p>	<p>Nothing really.</p>	<p>No. Everything is fine.</p>	<p>19 year old Caucasian male in Western Washington using program(s) EM</p>
<p>That I can call from home and get my questions answered, and I don't have to go to the office.</p>	<p>They could have more local providers for the medical.</p>		<p>2 year old Caucasian female in Western Washington using program(s) EM</p>
<p>The worker are very clear in explaining the benefits that I receive. I never hear negative comments about anything.</p>	<p>It would be better to get a live person on the phone rather than the computer each time that you call. I think that they need to have more employee working in the local offices so that you don't have to spend 4-5 hours in the office just to get help.</p>	<p>No. Thank you.</p>	<p>42 year old Hispanic female in Eastern Washington using program(s) EZ</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are there to help me when I need it with my food stamps and medical.	Make the letters that you send out more understandable as to what is needed.	No.	46 year old Caucasian female in Western Washington using program(s) MZ
	I really think they could look at their guidelines and pay more attention to the people that really need their help. Pay more attention to the medical records and what is going on with them, the guidelines are too strict. The letters are hard to read, too much legal jargon. They need more doctors to see people on Medicaid, there are only 2 places in Port Angeles that take Medicaid.		50 year old Caucasian male in Western Washington using program(s) EMX
They give me medical assistance, and mental health services.	They could have a way to better track the information that they receive from the client.	Nope. I'm good.	12 year old Caucasian female in Western Washington using program(s) HM
They are really friendly and nice and they provide me with medical and food stamps.	They need to not send so many letters out that aren't the truth. They send a letter stating that you are eligible for food stamps and then one week later they state that your food stamps have been terminated. This is very confusing. Also the workers need not to be so rude.	Nope. Everything is great.	31 year old Caucasian female in Western Washington using program(s) EM
	Hopefully, they could send a notice when your medical is about to expire.		1 year old Asian American/Pac Isl female in Western Washington using program(s) M
I think they are helpful, but they don't give enough benefits.	Increase benefits with the cost of living.		57 year old Caucasian female in Western Washington using program(s) EHM
They are very friendly and willing to help me. They provide me with a statement showing what child support is owed and what has been paid.	The workforce needs to be improved on. You don't know what is expected of you and what classes you need to take and this needs to be explained to you so you know what is expected of you.	No.	25 year old Caucasian female in Western Washington using program(s) Z
	Can't think of anything.		27 year old Caucasian female in Eastern Washington using program(s) Z
The fact that they do not judge me or my family. They are very understanding and they provide me with the services that I need.	When clients turn in their paperwork at the CSO it would be nice to have the caseworker see the client on that day rather than waiting 2-3 weeks to get an answer.	No. I think you have covered it very well.	25 year old Caucasian female in Western Washington using program(s) EMZ
They are prompt. They keep track of the amount of support owed and paid. They have an accounting system that is helpful.	They need to get tougher with the absent parents in getting them to pay support.	I think that the government needs to get more involved applying pressure to delinquent parents.	53 year old Caucasian female in Western Washington using program(s) Z

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The services that they provide are great. I appreciate the medical for my son.	I don't think anything right now.	I don't.	2 year old Hispanic male in Western Washington using program(s) M
I am very grateful for the medical for my children because without it the children would not have it. The food stamps help us each month.	It would be great if they would change the standards for the food stamp program and issue more food stamps each month because what we receive now is not enough.	No. Thank you for being nice. I am truly grateful for the help that my family gets.	9 year old Caucasian male in Eastern Washington using program(s) EM
I don't have anything good to say about DSHS for right now.	I have tried to get food stamps, but had a medical problem and was unable to pick up the ETB card. I asked them to mail it to me and we never received it. We then got a packet in the mail that asked us for the same information that we had already provided and I still have not received my food stamps. Make it easier to get the application completed and the food stamps issued.	No.	21 year old Caucasian female in Western Washington using program(s) V
I don't like to deal with DSHS.	Help people find jobs.	No, I don't.	37 year old American Indian male in Eastern Washington using program(s) EZ
They do direct deposit with my child support and that is great. They keep accountability of the support being made and the back support that is owed. The assistance that I received when I was a single parent was very grateful.	Shorter wait time when you go into the local office. I was working and it was hard to get time off to sit in the office for many hours trying to get assistance.	Nope I don't think so.	30 year old Caucasian female in Western Washington using program(s) Z
They provide child care.			38 year old African American female in Western Washington using program(s) EMZ
I have good options when it comes to medical care.	They could train the phone workers better. It sounded like they would make up answers to get me off the phone, I didn't feel like they gave me good information. I was referred around and ended up going in circles and had to end up calling back. Services in Snohomish County were not as good as in King County, specifically mental health.		28 year old Caucasian female in Western Washington using program(s) EHM
	They could start treating everybody equally. I feel like there is reverse racism that some minorities get preferential treatment. It is an overall degrading experience.		39 year old Caucasian male in Eastern Washington using program(s) CEMZ
The new Lakewood office has made it more efficient and the people are nicer and seem to like their job a little bit better.			11 year old Caucasian female in Western Washington using program(s) EM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I liked working with all of the case managers, the last one in particular was very good, and on top of things.	If workers could be more happy, they were always grouchy.		21 year old Caucasian female in Eastern Washington using program(s) EMZ
Our caseworker was very nice and was very understanding about what was going on. That was the Puyallup CSO.	The WorkFirst program is a good program, but my boyfriend was continually told the wrong date for the orientation program - it happened three or four times to him.		45 year old Caucasian female in Western Washington using program(s) EHM
They provide me with child care, medical and food stamps. They keep track of the amount of money that is paid and not paid of my child support.	They need to stop losing paperwork. It takes too much time to get your eligibility approved because they can not get the paper work to the right department.	No, I don't.	20 year old Caucasian female in Western Washington using program(s) EM
There are some extremely nice people there. That is the Spokane Northside office and the one on Maple Street.	Not be quite so judgmental at times.		38 year old Hispanic female in Western Washington using program(s) EHMZ
I like the that fact that I can FAX in my information and it will go to my childcare and medical worker. The attitude of the workers has improved over the last 7 years and is much better to deal with.	It would be great to have reviews every year instead of every 6 months for childcare and medical. People need to be able to talk to a live person when they call on the phone instead of having to wait 45 minutes in order to speak to a person. I also had to wait 25 minutes to talk to a medical worker as my medical review was due also. The 45 minutes was to talk to a childcare worker.	I don't.	32 year old Caucasian female in Eastern Washington using program(s) EMSZ
They offer the services only when it's asked.	Have friendlier people at the front desk. And make it possible for people to speak with their casemanager for quick questions and situations (i.e. they were going to close my case end of Dec, because the mail they were sending me was in a different name, [Name Redacted] instead of [Name Redacted], so mail was returned and they were going to terminate me due to loss of contact, and I was unable to talk to anyone, and this was a department error). If the workers in the CSO's would actually listen to people and acknowledge them and work with them the case would go much smoother, rather than ignore you and take us for granted. There is a stereotype in the way they view the clients and they make us feel unworthy.	It would be nice if workers would take the time to explain all the services that are available, we have to go fishing for it. The assistance that we are receiving is not enough, especially with the economy and cost of living going up, especially for single parents.	25 year old Caucasian female in Eastern Washington using program(s) EZ
			34 year old Caucasian female in Western Washington using program(s) EHMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	They don't have very much understanding if you don't have transportation or a way to get to the office. It helps if I don't hold off to the last minute to go for help. Maybe if they gave help to the people that are not knowledgeable about the services it would be helpful. How come they don't have workers that go to people's houses and help people out?		46 year old American Indian female in Eastern Washington using program(s) EM
That I can access it on-line.	They could adjust with the economy on the income levels more quickly.		8 year old American Indian male in Eastern Washington using program(s) E
They give you what you need and if they can't they will try.	They could make it easier for you to go to school and do something with your life and they could provide child care while you are in school.		4 year old Hispanic male in Western Washington using program(s) CEM
Nothing.	Communication needs to be improved on between the worker and the absent parent.	Nope.	39 year old Caucasian male in Out of State using program(s) X
They keep track of the amount of support paid and owed and they are also there for children and make for sure that they are taken care of.	Nothing.	No, I don't.	29 year old Caucasian male in Eastern Washington using program(s) X
Social worker, Pam Marshall, for DDD and she is wonderful, and helped me and my son a lot. She is very customer service oriented.			23 year old Caucasian male in Western Washington using program(s) DMV

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I do appreciate that there are services and I do appreciate that there are medical services.	DSHS needs to improve its courtesy - it's like they are courteous because they have to be - their courtesy is with an attitude. Transportation is hardest through Hopelink for medical purposes. They are awful. They don't always tell the truth - they tell me I can't get a ride, but they know they can give me a ride. Sometimes it is easy to book a ride - sometimes it is difficult depending on which staff person you get when you call them. Unfortunately, my doctor's office didn't put a medical reason on the application form and that's why they didn't want to give me a ride. When we looked at the form, there was no place to put the medical reason on the form. The form didn't ask for a reason. Mental Health - I thought clients had the right to pick a doctor, a right to participate in my treatment plan, I don't know how much DSHS has to play in this, but the mental health center that I use doesn't practice clients' rights and the right to choose services. Novus is the mental health center located in Burien. Novus gave me a lot of problems with my service dog. They told me that my service dog is not a legal service dog, but they wouldn't listen to me.	I would like to end on something positive. I do appreciate DSHS for just being there and providing the services. I appreciate it that DSHS is doing this survey which shows it is interested in improving services - I think that is very good.	60 year old Caucasian female in Western Washington using program(s) EHM
That they help you when you really need help.		I just think that DSHS services are fine the way they are and they don't have to change anything. I am happy that they helped me find a job through WorkSource!	9 year old Hispanic male in Western Washington using program(s) EM
I like the prompt service when I need help or to get daycare questions answered. The last time I had child care with DSHS we exchanged information FAX.	Shorten the waiting lines.	I know they are very busy now with the layoffs, but they are doing a great job.	44 year old African American female in Western Washington using program(s) EMZ
	Overall, DSHS sucks. You have so many different offices and staff I get one answer, but other offices give me differing answers. I have been cut off because they said I didn't submit the paperwork. The local office tells me one thing and the state office tells me something else. I am collecting \$50 per month support for my two daughters, but when my ex-wife had the same two daughters in her custody I had to pay \$458 per month.	DSHS needs to improve communication on local and state level. A person who is trying to get benefits is confused by the different opinions and regulations. My friend and his wife were denied benefits although he cannot work. But, it seems that if a person with a child or a Mexican person applies for assistance - they get it!	34 year old Caucasian male in Eastern Washington using program(s) CZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	Clearly define their services - I am speaking of Child Support Services.		48 year old Other Race female in Western Washington using program(s) Z
I do not have to deal with the ex-spouse about support. I also like getting a statement each month showing me the amount of support paid.	I don't know.	Not at all.	43 year old Caucasian female in Western Washington using program(s) Z
They provide me with food stamps, medical and mental health services.	Nothing.	I appreciate all the help that I get.	66 year old Caucasian male in Western Washington using program(s) AEHM
	Sometimes when I call and leave a message - no one calls me back.		52 year old Asian American/Pac Isl female in Western Washington using program(s) AEHM
The people that I speak to are genuinely engaged to help.	I feel that workers are imbedded in "the process" and cannot give the support/assistance that their mission was implemented for. I have 5 children, one of which is 17 yrs old and in a psychiatric unit in a community hospital to avoid hurting himself or others, and different behavioral disorders, throw drug & alcohol into the works. I am also taking care of an elderly parent. Spouse out of work, resources all used up (401k's retirement, IRA's, etc.), recently located employment and struggling to keep new job. I got through automated system to finally get application which was in Spanish, tried to get through automated system and live person to get English version, never to receive it. I have attempted several times to initiate way through the DSHS format. And son turns 18 in couple of weeks, am totally at a loss of what, where, when I should do. I am unable to cope well in this set of circumstances and keep trudging on without sleep, etc. In the meantime, son was admitted to local hospital to psych ward as we are concerned for him hurting himself or others. I wish there were a way to get help through this agency when you are in the middle of crisis and need help.		45 year old Caucasian female in Western Washington using program(s) C
The most important for me is to gain access to Medicaid health coverage.	I am not sure.	I do not understand why I don't have medical benefits. I have documents from the doctor, but yet DSHS won't provide medical coverage.	42 year old Asian American/Pac Isl male in Western Washington using program(s) EHX



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I get a live person who treats me with respect. They provide me with medical and mental health services for [Name Redacted].	It would be helpful if there was a treatment center that the mental health clients could go to for a week or so and get additional help to address their mental health issues.	None.	12 year old African American female in Western Washington using program(s) HM
They help me with my medical needs and food stamps.	It is really hard to get to a live person when you call on the phone and also it is really hard to get the information that you need. The phone system needs to be corrected so that you can talk to a person.	Nope that is good.	24 year old Caucasian female in Eastern Washington using program(s) CEMZ
The services that they give you and that they help me with my needs. They also listen.			31 year old Caucasian male in Eastern Washington using program(s) EHMV
It is always simple. I can always get someone to answer my questions. The medical coverage is great.	I cannot think of anything.	No.	3 year old Caucasian male in Western Washington using program(s) M
They know how to get some things done.	They need to speed up their processing of paperwork.		40 year old African American female in Western Washington using program(s) CEZ
I guess just their courtesy and knowledge.			45 year old Caucasian female in Western Washington using program(s) Z
They give me some medical help that I couldn't afford on my own.	Reduce paperwork. I feel like I am treated like a 2nd class citizen by some of the office staff when I mention Medicaid coupons. I feel like my mental health needs are not being fulfilled, maybe because I expect too much. Some of the mental health offices seem like cheap little isolated offices and it is hard to get transportation to those places.	It seems like immigrants get preferential treatment when it comes to mental health services. Also, the young adults seem to get treatment priority as well. It seems to me like the elderly are treated as the 'step-children.'	79 year old Caucasian female in Western Washington using program(s) AHM
I like best when you stand in line, they let me get out of line and return to my place in line.	If everybody would take a number in line would be best		13 year old African American male in Western Washington using program(s) CEM
They really do care and do want to help you.	Before people get on, make sure they have all the information needed to receive assistance. I was on assistance and got a new caseworker and she kicked me off because I didn't have ID. They tried to get my birth verification for me and couldn't. I do have it now.		20 year old African American male in Eastern Washington using program(s) CEMX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
DSHS provided food stamps and housekeeping for my mom. Also the medical coupon is very helpful as my mom can not afford to pay the medical bills.	The amount of food stamps and assistance needs to increase.	I think everything is good.	89 year old Asian American/Pac Isl female in Western Washington using program(s) AEM
They are pretty speedy in their responses when your circumstances change and go up and down. When I had a stroke, someone from DSHS came down and talked to me and made sure all my medical was taken care of, including prescriptions and therapy, and my cash assistance and everything.	They do not have enough dentists that take Medicaid coupons, actually very few take Medicaid coupons. I am not able to get into my primary doctor's office for timely appointments as it takes along time to get an appointment when I need an appointment right away, so I have to go to emergency room for services. I feel like I am relegated to the bottom of the list when I mention Medicaid. I also feel like when I got dental services on Medicaid, I was rushed through and didn't feel like they did a thorough job.		48 year old Caucasian male in Western Washington using program(s) EMS
	Not be so hard on people with disabilities. They cut me off my pain pills, and have frozen my medical coupons. I have scoliosis disease, cognitive disc disease, was approved for Social Security Disability for a closed period of time, and currently have an attorney to get me back on. The state took away my pain pills and now I have to take seizure meds, cholesterol meds, Immodian, etc., because my system was used to the pain meds and I cannot get them. I am in chronic pain.		39 year old Caucasian female in Western Washington using program(s) EHMVZ
That they document almost everything.	I just need to know who I am talking to. So, is it the Olympia DCS office or the Everett area? Very confusing.		44 year old Caucasian male in Western Washington using program(s) X
They have provided transportation to my medical appointment and also have provided me with supplies and care with COPES. This has been wonderful and we would not be able to transport her without the help of Specialty Transport and their lift.	I really don't have any complaints and I am very happy with the services that we receive.	No I don't think so.	83 year old Caucasian female in Eastern Washington using program(s) AM
They are very nice to me and they don't make me feel like I don't belong there. They have provided me with the medical that I need and they also have helped me fill out paperwork when I need help.	Provide more doctors and dentists and eye doctors that will accept the medical coupons.	You were great in helping me and I am very happy with my medical.	47 year old Caucasian female in Eastern Washington using program(s) MZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like the COPES program and how they put their heart into it, and help me get a provider that works out for me. They listen to me and are very helpful.	When mental health went to Compass Health, the mental health services went downhill. They either lost or fired their main psychiatrists that a lot of people had been seeing for a long time and also stopped helping a lot of us as clients. They told me I wasn't bad enough to need help when Compass came in and I have bi-polar and I am the same as I was when I qualified to get mental health.		55 year old Caucasian female in Western Washington using program(s) AHMV
They have helped me with my medical assistance and food stamps for my family. They have a good work source program and it works well for a lot of people.	Nicer people when you go to the CSO office. They think that they are better than us and they aren't. First impression make a big difference as to how you feel when you are seen.	No, but I think you are great.	24 year old Caucasian male in Eastern Washington using program(s) EMX
They were courteous and got me answers right away, I went in one day and was in the program 2 days later.	I think they do a great job. When I went to the treatment place I signed a release for information to be shared with my lawyer, and he has requested information on 2 different occasions and they have failed to supply the information to him. This information is important because they have me with a probation violation and this is not correct and I need the treatment center to provide this information to my attorney. I have a court date on the 18th of this month and this is a BIG deal. The contracted treatment center is at fault in several instances and won't take time to supply clarification of these instances.		19 year old Asian American/Pac Isl male in Eastern Washington using program(s) S
Can't think of anything, but they try and help people.	Better workers.		50 year old African American male in Western Washington using program(s) AEMX
They have provided me with excellent service and friendly service. I have been very grateful to receive the medical coupons and food stamps for my family.	More staff in the CSO that could provide information on quick questions and answers and guide you to the right form and/or office.	Nope. Thank you.	7 year old Caucasian male in Western Washington using program(s) EHM
They are very helpful. They provide me with medical and food stamps.	The financial worker could be more helpful in providing information when requested.	I don't think so.	1 year old Caucasian female in Western Washington using program(s) EM
They are very understanding and helpful.			4 year old Hispanic female in Western Washington using program(s) EM
They are helpful when you need it for the most part.	They could recheck paperwork when people send in changes, i.e. when I moved I reported one child no longer in my household and they removed the wrong child. So I don't have medical coverage for one of my children.		38 year old American Indian female in Western Washington using program(s) EMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	Maybe have quicker processing times in paying out child support.		49 year old African American female in Western Washington using program(s) Z
Nothing.	They can put up the phones with a live person and they can be kinder to you when you are in the office. They need to have more workers to help all of the people requesting assistance and then you would not have to wait 2 hours to get help.	No.	3 year old Hispanic female in Eastern Washington using program(s) EM
	Improve the waiting time for appointments. The workers need to explain clearly what information they need from clients, i.e., I had my casemanager from TANF tell me to get my spouse to apply for GAU (Hepatitis C). We applied Jan 16th, and my EDD is 4/22/09, but the eligibility worker said that my due date was too close for him to apply for GAU. My HMO only lets you see certain doctors, so I had to do a lot of work to get the correct HMO so I could keep seeing my regular doctor. I think CPS needs to make it mandatory for their caseworkers to get therapy since they deal with constant stress on their caseloads. i.e., when I had my daughter in 2005, a caseworker came and told me I need to put my daughter in voluntary placement or she would have her taken away and I was clean and sober at the time. Later, they filed another dependency in 1/08 and I had already placed my daughter with my sister. I feel that the first action was incorrect as I was living w/my dad and had great support with my family. The second time, I feel like my daughter's needs were taken care of, but they wanted something legal and permanent in place. I am pregnant at this time and I am worried what they are going to do with this baby, I am clean and sober at this time and am actively taking all classes, including parenting through the Smart Moms program through DSHS and all treatment.		30 year old Hispanic female in Eastern Washington using program(s) CEHMSVZ
They have helped me with different life skills and provided me with medical, dental, food stamps, and alcohol treatment.	Be a little faster with doing the paperwork.	No thank you.	44 year old Caucasian female in Western Washington using program(s) CEMSX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Food stamps.	I would like my CPS worker to actually listen to what I have to say. She should work a little faster on my case. When there are services that I need to be provided at a suitable pace.		27 year old Caucasian female in Western Washington using program(s) CEMSZ
	They have to listen to both sides, mother and father. Yeah, I work, but most of the money goes to the mother of the children, and it is hard for me to live on what I have.	I want to be supportive to my children and I think it is not fair how I keep \$950 a month for me to try to live on and I send \$1450 for support for my children. I think the mother should work, as I have 3 kids and the youngest is 14 yrs old. I want to help my children, but it is hard for me to live.	39 year old Hispanic male in Western Washington using program(s) CX
There are resources available for families that need it and they have helped me with my medical, food stamps, and services needed for my basic needs.	Better links and communication between the different programs. Less service providers (workers) that you have to answer to. Have one worker who can help you with all the programs and benefits instead of many different workers in each department that you have to deal with.	No thank you.	36 year old Caucasian female in Western Washington using program(s) CEHMZ
I am glad that they are there when someone is down and out and really needs services.	I think the money part - DSHS gives more money to women than men involved in ADATSA - \$339 a month isn't very much.		44 year old Caucasian male in Western Washington using program(s) EMSX
I like that they are willing to help.	I think they need to not lose their (DSHS) focus to actually "help the family" (CPS). They tend to see a problem and stay with it, even if that is not the case. They need to get more knowledge of attachment issues with infants or bonding issues with parents as they have lost sight on "the family." The family should be kept together and the only thing that should affect the family unit staying together is the immediate danger of the child/children's safety. One other thing they could improve on is just because something was wrong in one case, that the workers do not stereotype every case the same way.		22 year old Caucasian male in Western Washington using program(s) CEMX
The quick response in getting my daughter's medical when she was in need.	Provide more help in finding people places to live.		30 year old Caucasian male in Western Washington using program(s) CESX
My CSO is a lot more organized than it used to be, it used to be so chaotic.	They could return calls faster, and make it possible to talk to a human.		30 year old Caucasian female in Western Washington using program(s) CEHMSZ
I like the medical coupon program for children.	They could communicate better between the DSHS programs. My mail seems to get sent to the wrong place for six months by DSHS even though I have been in about five times to make sure they have the correct address.		23 year old Caucasian male in Western Washington using program(s) CE

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They helped the family out with problems in school and other areas.	Nothing.	Nope.	31 year old Caucasian male in Western Washington using program(s) CE
They are real helpful.	Keep doing what you are doing.		26 year old American Indian male in Western Washington using program(s) ESX
They help our family.			28 year old Caucasian female in Western Washington using program(s) CM
They offer services for day care and that it is an available service and a valuable service. It helps parents and guardians to be able to work and have their kids cared for.	Provide clear guidelines on legal issues regarding when a guardian is involved with a day care for a child. I have temporary custody of my granddaughter, but there is nothing in writing to cover legal issues for such a situation.	It seems like you learn things about DSHS by word of mouth, but it would be better if there was something in writing to spread information. That would help inform people that don't want to abuse the system.	47 year old Caucasian female in Western Washington using program(s) C
They finally were no longer interfering with our lives.	Think that they could be more modern and understanding of substance abuse and get away from the AA 12 step based recovery program.	No, that's all.	35 year old Caucasian male in Western Washington using program(s) CS
I like that they help me and my family.			32 year old Hispanic male in Western Washington using program(s) CEX
The support is deducted automatically from my paycheck.	Get more live people at Division of Child Support.		46 year old Caucasian male in Western Washington using program(s) X
They have an account of the amount of support I have paid.	They should be more lenient on the absent parent being able to do self-pay rather than garnishment of pay.	No, that about covers it.	42 year old Caucasian male in Western Washington using program(s) CSX
They helped me out with everything that I needed for assistance.	Shorten the wait time on the phone.	No I don't.	36 year old African American female in Western Washington using program(s) C
Unsure.	I think overall they could be a little less complicated which would be greatly appreciated.		18 year old Caucasian female in Western Washington using program(s) CEMS
They provided me with the information that I requested and referred me to the right department that I needed to have to get CFS services for my son.	Nothing at this time.	No you made it very nice. Thank you.	47 year old Caucasian male in Western Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
If you prove to them you are in need of help, they will help you.	My mental health counselor has hours that aren't good for me, so it would be nice to have someone available at normal work hours. A lot of things are reported where they should help people, but they turn their backs on them because they think they are too old to place somewhere else so they drop them and don't help them. And when a case gets reported, they sometimes make more out of it than it really is so they can take an action. They overact sometimes and don't take appropriate actions sometimes.		21 year old Caucasian female in Eastern Washington using program(s) CEHMSX
They helped me when I needed it.	Nothing.	No. Nothing.	34 year old Caucasian female in Western Washington using program(s) C
	You have to wait a long time when you go to the office, sometimes a very long time and it is very hard when you have kids.		27 year old Hispanic female in Eastern Washington using program(s) CEMZ
They give us a lot of help when we need it.	Everything is fine.	No, that's it.	41 year old Hispanic female in Western Washington using program(s) C
To know that they have services out there for my family and I when we have a need, and I like that they try with timeliness in responding to your requests.	The problem is that I get 2 and 3 letters that say the same thing, and I'm wondering why I get local letters and letters from Olympia that duplicate each other that seems so wasteful and costly. As far as CPS, the workers seems so overloaded with caseload, paperwork and deadlines that it hinders them from doing the job effectively.		57 year old Caucasian male in Eastern Washington using program(s) CE
	More follow-up on cases in CPS.		52 year old Hispanic male in Eastern Washington using program(s) C
That they are helpful.			41 year old Caucasian male in Western Washington using program(s) C
They assist my family with income and they are friendly.	When you have a concern and take it to a hearing, they could re-enforce the law, but they did not support my opinion because I didn't bring in some paperwork to support my appeal and I feel it was not fair or right, but this was back in 2000. I think they are cutting back assistance for people and their families is not right, because they are limited to a few years, but they still need help.		32 year old Hispanic female in Eastern Washington using program(s) CEHMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That they try to help you and as long as you are compliant you will get along with them.	Have more staff available at the CSO to serve clients. I have sat there as long as two hours as a walk-in, but you must wait for your appointments sometimes, too.		29 year old Caucasian female in Eastern Washington using program(s) CEMSZ
The fact that I can call them and get a direct answer on certain situations.	When you call them you can be on hold from between 30 to 60 minutes, at the CSO.		27 year old Caucasian female in Western Washington using program(s) CEMZ
They are courteous and kind and take time to explain things.	Make evaluations a month or two in advance so they have their paperwork ready (i.e. psychological evaluations) so we don't have to worry about it being terminated. Have dentists available in my area, I live in Okanogan and have to go to Wenatchee to see a dentist, it's a 2 or 3 hour drive.		25 year old Caucasian female in Eastern Washington using program(s) CEHM
The help and support that I get in helping me get an apartment and paying the bills.	I am rather satisfied - no comments to make.	I would suggest that [Name Redacted] is very slow in processing. She needs to improve her abilities to complete things in a timely manner - she is very slow. She is in the Spokane DVR office.	19 year old Caucasian female in Eastern Washington using program(s) HMV
They care. They are limited as to what they can do, but they help.	I'm supposed get more funding from the state.	This survey is a good idea and it was nice doing it.	55 year old Hispanic male in Eastern Washington using program(s) CEHMOVX
They are very courteous and to the point. They help me out in situations where I need help.	It is OK.		26 year old Caucasian male in Eastern Washington using program(s) S
I don't think I like anything about DSHS.	Fire the crappy people that they have working for them and get some good people in there. They are very judgmental.	I think that Children's Administration is a joke. They are there to take your kids and not there to help you. The Spokane Valley CSO needs all new staff. And, the staff treats me badly if you go in there dressed too nicely and they don't think one needs the help.	26 year old Caucasian female in Eastern Washington using program(s) CEMZ
They are there for me and help me and my family.	The Puyallup Valley CSO front desk is very rude, they make you wait for over an hour and a half, and if you are there to turn in paperwork or ask for an envelope or anything, they cut you off, treat you rude, they are too busy to treat you like a human.		25 year old Caucasian female in Western Washington using program(s) CEMSZ
I like the fact that they are there for me if I need them.	They could not make it so hard when you trying to find a job, they make you be in their office for 40 hours a week at the Employment Security Office.		30 year old Caucasian female in Western Washington using program(s) EHMSZ



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like their work - they do a pretty good job. They handle the stress of the job pretty well.	I think they can move paperwork along a bit faster. I have spent all day and waited for hours and only met with DSHS staff for about 10 minutes.		36 year old American Indian male in Eastern Washington using program(s) CDEMx
They made the adoption process fairly easy to go through.	Speed up the process a little. The paperwork got held up in Olympia for a couple months.		55 year old Caucasian male in Western Washington using program(s) C
That they are able to meet the needs of my family.	Work together to ensure that all the programs work well.	They have been really good to me!	32 year old Caucasian female in Western Washington using program(s) EHMSZ
They are always prompt, and I can call on the phone and ask questions.	I can't get a dentist or chiropractor on Medicaid. Mental health does not give me counseling that I need, I only see my counselor when he needs paperwork completed. I lost my low income, Section 8 housing when I was in Western State, and my worker at Western State faxed something to Section 8 so I wouldn't lose my housing and I lost it anyway. Thurston County Jail bills people personally even when they are on medical and they take money out of your account to pay for it, and I had medical coupons.	DCS has overcharged me for child support and deducted it erroneously and won't give it back from my social security check. They gave ME ONLY \$14. back.	47 year old Caucasian male in Western Washington using program(s) EHMSX
	DSHS is frustrating - a person has to jump through a lot of hoops to get some help.		48 year old African American female in Western Washington using program(s) EHMS
I appreciate the services that we are receiving.	Can't think of anything off hand.		18 year old Caucasian female in Western Washington using program(s) M
Nothing.	Have a human being available a little more often - less automated answering machines.		40 year old African American male in Western Washington using program(s) X
They are easy to get ahold of, occasionally you have to wait a little while, but you can deal with most anything over the phone.	The only thing is that I go get acupuncture every 2 weeks or so, and now they no longer allow acupuncture. I think naturopathic services should be covered.		60 year old Caucasian female in Western Washington using program(s) EHMS
I like that there is a program out there to help individuals with many different problems. Without DSHS, I cannot afford my medications or my doctor visits.	I think the only thing I don't like is that I have to log in at the CSO - no matter what you log in for they always call you to a certain window which is confusing.	It's an awesome program to help needy people. It's a wonderful thing for people to be able to help others.	21 year old Caucasian female in Western Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are available when you need them.	Sometimes I would get a letter stating they would terminate me, and I had done all the things I was supposed to. This happened several times, and that would stress me out. It would turn out that I had done everything correctly, but maybe they weren't caught up or hadn't processed what I'd sent in. When you are in the early stages of recovery it really stresses you out.		62 year old Caucasian female in Western Washington using program(s) EHMS
They help you out whenever you can't pay for stuff.	Allow a client to make more money, but still be able to qualify for some or all benefits.		25 year old Hispanic male in Eastern Washington using program(s) MS
I don't know.			49 year old Caucasian female in Western Washington using program(s) EMS
	They could make doctors respect your medical coverage more; most of them won't take your medical coupons. SO many dentists don't take medical coupons. They changed medical coverage so I could not get my knee replacement, that was 4 years ago. I have been trying to get a knee replacement since then. My doctor became unavailable and I have been trying to start from scratch to get them to do it. Now they say it may be 6 more months before they can find a surgeon to do it, then it may take several more months to schedule it and I have been in terrible pain for years. I am out of my mental health meds and I can't get anymore until I see a psychiatrist which takes 2 or 3 weeks, because I need a change in meds, I have to talk to him. It takes weeks to get an appointment. I can't go to the clinic because I have to see a psychiatrist and you can't get right in to see him.	I have a problem with foreigners because they have attitude problems and you can't understand them.	51 year old African American male in Western Washington using program(s) EHMSV
I like that they are there to provide service when people are in need.	I think to make it possible to get medical coverage even though you don't have a child under 18 years of age.		46 year old Caucasian female in Eastern Washington using program(s) EMS
They will help you with your benefits right away, if you have your right papers and everything.	The caseworkers, when you leave a message, should return your telephone call at least by the end of the day.		43 year old African American female in Western Washington using program(s) EMS
Their prompt service.		They did great work for me.	56 year old Caucasian female in Eastern Washington using program(s) HMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They do very good already, they have too much people applying, they work hard.			69 year old Asian American/Pac Isl female in Western Washington using program(s) AEHMS
They are easy to talk to.	Make it a little bit easier for people with jobs to get help quicker.		24 year old American Indian male in Western Washington using program(s) MS
The courteous people.	When they ended my medical, they could have helped me find a new medical program.		44 year old Caucasian female in Eastern Washington using program(s) CEMSZ
Their thoroughness.	Possibility for more caseworkers.	I think that my family has all of its needs met by DSHS services.	28 year old Caucasian male in Western Washington using program(s) CMSX
They give me medical and get my needs met, I get a little food stamps that help, but not much only \$28.	There is too much of an emphasis on trying to prove you are not cheating, then you get an amount of assistance that is the poverty level and isn't enough to really help you out. It develops a mindset that you are going into combat for some help.		44 year old Caucasian male in Eastern Washington using program(s) AEMS
They provide benefits timely. It's pretty easy to get services unless you have to go into the office.	They can make it faster when you have to go into the office. Have more people helping in the reception area so you don't have to wait so long.		45 year old Caucasian male in Western Washington using program(s) AEHMS
I think the people are really personable and nice and understanding.	Support Enforcement has been really good about working with me. Food Stamps: I have my kids part-time, but there is no way to get additional food stamps for this part-time visitation. They are teenagers. DASA: In the past, the first time I went to treatment about six years ago. I applied, but it was about a year before I could follow through enough to get a bed date. An addict needs help RIGHT NOW or they will go back to their lifestyle instead of seeking help!!!		26 year old Caucasian male in Western Washington using program(s) EHMS
That they have helped me a lot.	Well, sometimes when I talk to people on the phone, I can't really understand them. They use their own terms and language that is hard to understand.		36 year old Caucasian female in Western Washington using program(s) ESX
They try to help you, especially if you are trying to help yourself.	They can have less cases per worker, because it is hard for the workers to return their calls.		25 year old Hispanic female in Western Washington using program(s) EMSZ
			29 year old Caucasian female in Eastern Washington using program(s) CEMSZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>Maybe there could be an easier step by step way to fill out the forms. The income part was confusing, because I lived with my mother and my grandmother at different times, and they wanted information on their income, and I felt like that was an invasion of their personal information. I was 20 or 21 yrs old at the time.</p>		<p>22 year old Hispanic male in Eastern Washington using program(s) EMSX</p>
<p>Most all of the people I have had contact with are friendly and courteous and listen.</p>	<p>Get rid of the answering machines.</p>		<p>51 year old American Indian female in Western Washington using program(s) S</p>
<p>I don't deal with DSHS. I like DVR services.</p>			<p>57 year old African American female in Western Washington using program(s) MSV</p>
	<p>They could make it easier to do things over the phone. It is hard to get ahold of workers sometimes.</p>		<p>41 year old Caucasian male in Western Washington using program(s) EMSX</p>
	<p>There is no personal contact, all communication is by mail. If I call the number at the bottom of the letter, please call me back within 48 hours. And when worker calls back, leave a message when I can talk to you, because phone tag is unproductive and nothing gets resolved. I believe the state could save a lot of money if they didn't duplicate the letters all the time.</p>		<p>51 year old Caucasian male in Western Washington using program(s) ES</p>
<p>They treat you with respect and don't judge you.</p>	<p>They could maybe have more people working there, so people don't have to wait so long.</p>		<p>35 year old Caucasian female in Western Washington using program(s) EMSZ</p>
<p>I like that their aim is supposed to help the families. I appreciate the individuals who work there because they want to help people. I appreciate that because that job is not easy for the people who work there every day.</p>	<p>They could use more funding to help in all areas. When you need help they give you such minimal help that you are unable to get on your feet. It is better than nothing, and I appreciate what we get, but you get stuck in the system because you don't get enough help to move on. Also, the people that work there do not get enough pay, so they can sometimes become jaded, or they do not hire enough people to do the difficult job. Also, you are traded from worker to worker, so you don't get to establish a working relationship with a worker. It is somewhat demoralizing experience to ask for help for your family, and then when you go in to the office, it seems to be more demoralizing.</p>		<p>23 year old Caucasian female in Western Washington using program(s) EMS</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That it takes care of my children.	They do fine.		39 year old Caucasian female in Western Washington using program(s) EMSZ
They are really friendly and easy to talk to.	They could make locating information on how to locate phone numbers easier.		36 year old Caucasian female in Out of State using program(s) X
They provide services.	I lost my job a while ago, and they determined my food stamp eligibility on those earnings. They would not base my eligibility on lack of earnings now, and I was not willing to go to ex-employer to verify job loss, so I am punished for that. They did not offer to contact ex-employer and verify that information.		24 year old Caucasian female in Western Washington using program(s) EHMS
It seemed to be hard to get ahold of someone and get things you needed in the past, they now seem to have found a more structured way to handle cases.	They should allow people to go to school. They won't approve daycare if it is not an approved schooling plan, as long as a person is trying to better themselves. They pay for some people to go to these certified classes. If I was unable to get aid to help pay for schooling, it would be nice if DSHS could help pay for daycare.		33 year old African American female in Western Washington using program(s) EMSZ
	Be quicker on their response. Be much quicker at approving my phone.		30 year old American Indian female in Western Washington using program(s) AEHMS
I like the fact that you guys can really help when it really comes down to it. You don't discriminate against anyone.	DSHS needs more money and more staff.	Thank God for you guys - where I was at with my drug and alcoholic problems, I would have never made it!	42 year old Caucasian male in Western Washington using program(s) CEMSX
I really haven't got far enough along to know.	The DASA treatment was pretty spendy! It was about \$900.	I would like to know if I could get any assistance with my alcohol abuse.	55 year old Caucasian male in Eastern Washington using program(s) S
	It wouldn't hurt any of us to have a few extra dollars in our food stamps.		48 year old Caucasian male in Western Washington using program(s) EHMS
I like knowing that they are there to help me - I am their priority.	Have staff answer their phones - don't like answering machines or telephone prompts.	I don't think it is fair to penalize the client via their cash assistance or food stamps based on the gross amount of earnings at my Goodwill part-time job. My gross pay changed and my food stamps were reduced as a result. Penalize us based on the net income.	34 year old Hispanic female in Western Washington using program(s) EMSZ
They try and give you as much information as they can, if not overload with information.	Their customer service needs some help, if you are on the phone with them they are short with you and it comes off as being rude.		32 year old Caucasian female in Eastern Washington using program(s) CEHMX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They provide information that I don't know about.			52 year old African American male in Western Washington using program(s) CEM
I get along with my social worker, that makes it easier.			28 year old Caucasian female in Western Washington using program(s) CEMSZ
That they have a lot of services for pregnant women.	Think about the amount of cash and food stamps they give people, which is not quite enough, as I am just barely making it.		23 year old Other Race female in Western Washington using program(s) CEMSZ
My caseworker is very kind and accommodating.	They could offer more support groups for people to get together and talk, and have more networking. They could have better holistic mental health workers, that don't just prescribe pills, but actually try to heal people. My mental health worker is very condescending and unprofessional, if I am talking about something that happened yesterday, he just says "you should be over it by now." I asked for a list of support groups in Nov and he has forgot about it.	Can we try to get holistic alternatives or naturopathic options with Medicaid.	52 year old Caucasian female in Western Washington using program(s) AEHMS
I don't really know.	I don't really know what they can do.		21 year old American Indian male in Eastern Washington using program(s) EHMSX
		On CPS office, my stepdaughter told me that her stepdad pee'd in her mouth, when she was 3 yrs old and living with her mom. She was placed with me, her stepmom and dad, and CPS talked to her and she lied because she thought she would get in trouble. They questioned stepdad, and of course he denied it. The 3 yr old talked to a lady at YWCA and said, "he peed in my mouth" and somehow they dropped it. My stepdaughter still goes around that guy and she'll be 5 in June. She told workers that she was mean to her and her mom.	21 year old Caucasian female in Eastern Washington using program(s) CEMZ
	I guess workers could be a little more organized, they had been moving their offices and they couldn't find the forms. I turn in forms and information and they say they didn't get it.		48 year old Caucasian female in Eastern Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The fact that whenever I wanted to talk to them, and whenever I talk to them on the phone they are always nice and refer me to someone who could help me.	They could, when you call, make it so you don't have to wait so long to talk to someone. Make it so you don't have to wait so long when you have to go into the office, they usually only have one person at the food stamp window, you may have to wait 20 minutes, up to an hour to talk to someone.		32 year old Caucasian female in Eastern Washington using program(s) CEMZ
	They could have better coverage for foster kids in the mental health area.	When you get older it is hard to advocate for yourself, and so the more streamlined the system is the easier it is for us old folks.	60 year old Caucasian female in Western Washington using program(s) AHMS
They told me what information they needed, so I was able to gather what was needed to turn in before the case started. They were very helpful and informative.	I thought that they could have processed my case a lot faster, it took a really long time for them to determine my eligibility, even after I gave them everything they needed.		35 year old Caucasian female in Out of State using program(s) C
	DCS is not a question of what they could do to improve, they are doing what they should. CPS needs to be more fair, it seems to me that their focus is the mother's rights not child welfare rights, and I say that from multiple experiences with them. I believe that CPS goal is to keep children with their mother without thorough investigation.		37 year old Caucasian male in Western Washington using program(s) CX
I like my TANF grant that I get for my grandchildren.	When you make a choice contrary to what DSHS wants you to do, they could accept that. I took my granddaughter and put her with her father, and CPS frowned on that.		60 year old Caucasian male in Western Washington using program(s) C
It is convenient and available.	I think it would be good if they could on their reviews correlate the programs so they could do one review for all programs, instead of having you come in 3 or 4 times a year. There was a misunderstanding when I called the 800 number for information on medical coverage and found out too late that mental health was not covered for the first month, so I had to pay out of my pocket. They even gave a name of a provider who takes Medicaid, but I did not know you had to wait a month before seeing the provider. I recently had a very bad experience with CPS, they are supposed to call you back within 48 hours after you make a referral, and they didn't call me back for 9 days and it was a very emergent situation.		44 year old Caucasian female in Western Washington using program(s) CEMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like all the information that I get and they are really helpful. They also will do research to answer my questions if they don't know an immediate answer.			46 year old Caucasian female in Western Washington using program(s) HMS
They have provided me with medical and foods stamps.	Be better staffed.	No, that is fine.	1 year old Caucasian male in Western Washington using program(s) EM
Their quick service.	Just keep on doing what you're doing.		28 year old Hispanic male in Eastern Washington using program(s) EHMx
Their services that they have available.	Get information out about services that are available to clients. Maybe flyers. Make them readily available. Maybe post the flyers at YWCA and other community locations.	I just am really grateful for the all the programs that have been available to me and helped me and my family so much!	44 year old Caucasian female in Western Washington using program(s) CEHMS
I guess that I like that I don't have to deal with DSHS very much.			9 year old Caucasian male in Western Washington using program(s) HM
I like Economic Services program. They are really helpful and always call me back within a day or two.	When I apply, you have to go in to apply and then get an appointment. You then wait for the appointment date and then you must come back for the appointment. Then, when I have a specific time appointment, I still have to wait and hour or two. If I came in on the first of the month, and I had an appointment on the 17th, I wouldn't get assistance for the time period from the 1st thru the 17th of the month. Yesterday (Feb. 21) I got an appointment letter, the appointment is on March 10!!!! Children's Services: I have called their office repeatedly and they have never returned on of my calls. This was in Spokane.	Good program.	30 year old Caucasian female in Eastern Washington using program(s) CEMSx
I was able to apply online and I was able to drop off information they needed at the office rather than having to wait to see a worker to turn it in. They also gave me an option to mail it in. They were very nice and very helpful.	It might be a good idea to have offices open a bit later in the evening.	I am grateful that information was available on the Internet about DSHS services and about medical services. Thank you!	12 year old Caucasian male in Western Washington using program(s) EHM
Can't think of anything.	Be more speedy in getting me services.		48 year old Caucasian female in Western Washington using program(s) EHMS
I can go in there and talk to the people freely.	They could have more staff working.		55 year old Caucasian male in Western Washington using program(s) EHMS



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I don't have any complaints because when I put in my application for help there is always someone there to help me.	When I seek medical care, the provider always asks for a specific card that I don't have.		69 year old Hispanic female in Eastern Washington using program(s) EM
I like to be able to talk to a live person to answer questions.	Once I was going through some meetings with a counselor at DCS, my worker quit, and had to start over negotiating the amount deducted with a new worker, it was very confusing. It would be good to let customers know when file changes hands. Possibly change office hours to accommodate customers at CSO's as you have to sit in lines for 2 to 3 hours.		50 year old African American male in Western Washington using program(s) EMX
The fact that they do try and help for the most part.	They could explain the details on what their decisions are based on each Division.		26 year old Caucasian male in Western Washington using program(s) EMX
That they help me.	They stop my food stamps, they could renew them again.		2 year old Hispanic female in Western Washington using program(s) EM
They are very child oriented.	Listen to the fathers more, it is a very female oriented entity.		37 year old Caucasian male in Out of State using program(s) X
	They could listen better, and stop acting like they know everything. They don't give out resources in the community, and other workers will. They are not very professional.		2 year old Hispanic female in Western Washington using program(s) EM
It is easy to get the information that I need.	Call back within 24 hours. I am speaking of all the DSHS offices.		27 year old Caucasian male in Eastern Washington using program(s) CEMSX
The health care provided.	Maybe have more doctors available for people to use. Not a lot of doctors accept medical coupons.		2 year old Caucasian female in Eastern Washington using program(s) EM
A lot of the workers are bi-lingual.	They could be more courteous and more understanding.		4 year old Hispanic male in Eastern Washington using program(s) EM
The fact that I don't have to go into the office every time I need something.	Probably work on that child support collection some more.		44 year old Caucasian female in Eastern Washington using program(s) EMSZ
They are trying to know the need of people such as myself, that need some type of assistance, and know how to handle these kind of circumstances.	The only one I can think of would be maybe more staff and more hours.		39 year old Hispanic male in Eastern Washington using program(s) CE

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like the people that work at the regular DSHS (CSO) at Port Angeles. They have contributed to helping our family during our hard times.	There needs to be more communication between the different DSHS programs. It doesn't seem that anyone communicates between divisions.		46 year old Caucasian female in Western Washington using program(s) CEHSZ
They are doing their job and taking care of the kids, and when I have a questions they try to answer.			38 year old Hispanic male in Eastern Washington using program(s) X
The people have been very nice to me. They have provided me with the services that I need, medical, food stamps and mental health services.	Make it easier for people with mental problems to get assistance.	Nope. It was great.	47 year old Caucasian male in Western Washington using program(s) AEHMSX
Nothing.	Don't use child support that someone is supposed to be getting, but is not getting to determine benefits.	That I think CPS should not be a department.	39 year old Caucasian female in Western Washington using program(s) CEZ
For the most part, it is easy to get information, the workers are courteous. They try to give you all the information on the resources before they go into detail on their services.	The office we use is going to an automated phone service, and I'm not sure that is a good idea because it cuts off the personal contact, and a lot of the times the machines aren't effective.		41 year old Caucasian male in Western Washington using program(s) CEHM
When I called, they provided me with the services available and information that I needed.	Nothing.	No. I appreciate you calling me.	47 year old Caucasian male in Western Washington using program(s) C
They are pretty nice when I go to the office. They have Spanish speaking there, which is nice.			67 year old Hispanic female in Western Washington using program(s) AEHMS
Talking to the workers because they have helped me with my SSI and provided me with medical and food stamps. The social workers have really helped me out.	Nothing. I think they are doing well.	No. You did great.	38 year old Caucasian female in Eastern Washington using program(s) CEHMZ
They are very courteous and I have never had a problem, they were there for me and my children when we needed help.		They have always been there for me.	49 year old Caucasian female in Western Washington using program(s) EMSX
	I feel that their time, as far as response to issues, and their compassion for dealing with people are in need.		32 year old African American female in Western Washington using program(s) EZ
	They could have workers at DCS that treat you good, as I had a worker that went off at me, they need to have patience, because I am paying child support. This one guy I didn't understand what he was saying, and this guy got mad at me and he got mad at me cause I didn't understand.		24 year old Hispanic male in Eastern Washington using program(s) EX

What does DSHS do well?

They have been helping me out and have been having financial help and I am bi-polar, so they have helped me a lot.

What could DSHS do better?

Additional Comments

Client Characteristics\*

41 year old African American male in Western Washington using program(s) EMS

## What does DSHS do well?

## What could DSHS do better?

## Additional Comments

## Client Characteristics\*

I quit collecting welfare for a long time, I earned a paralegal college degree, however, I do not have any work experience in that field. In the past, working with a caseworker and an employment specialist was not productive. I could not get into an OJT, or WIA (Worker's Initiative Act) or even take a typing course even though I proved that it would not cost DSHS one single penny. They would not approve it on my IRP. Overall, trying to become self-sufficient is a struggle in today's market. It requires that you be competitive and have work experience and that is an obstacle for me that DSHS overlooks. Also, I have child care issues, finding child care for an autistic child is very difficult. Child support is non-existent because DCS is not looking for him, the last time I spoke to DCS, they told me I should be looking for him. The autism therapy on Medical Assistance would benefit my son if he could get the support services such as ABA (applied behavioral analysis) therapy. The importance of that therapy is that it would address his behavioral issues, which would in turn make it possible for him to be in child care. If I could get more hours on respite care (through DDD) I could possibly work part-time or go to school or something so I could take care of my family off of assistance. I get 32 hours per month respite care, the agency that handles the respite care requires that the time is spent in 3 hour blocks of respite care, so I get help 2 days a week at 3 hrs a day. They will cover ABA therapy in 8 to 9 years, this is an estimate that DDD gives me. That is the average time spent on a waiting list for the Family Support Plan through DDD. He is 8 years old now, he will be approximately 17 yrs old when he might get this therapy. At this time he will most likely be unresponsive to the therapy and I fear that he will remain dependent upon the state/federal assistance. In regards to Medicaid, I think there is a stigma regarding low income people that are perceived as being lazy and unmotivated and this projects the image that we don't care about our own health. Many times I am treated like I am trying to get drugs out of them and I am not. It took me 2 years for a doctor to take my weight concerns seriously. By the time I finally found a doctor I was diagnosed as borderline diabetic and having a hyper-thyroid, which causes weight gain and led to the

44 year old Hispanic female in Western Washington using program(s) CEMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	pre-diabetes. For the longest time, doctors would blame my Mexican diet, I didn't know there was such a thing.		
They have provided me with medical assistance, mental health and some of family counseling, and food stamps.	Become people friendly, try to help out a little more with the people that are really trying to get off of assistance. Not be so judgmental. Help those that are really in need. Make prescription a little easier to get. Increase the drug formulary to include additional medication. Make the child support statement easier to understand. Better communication between support enforcement workers and the clients.	Not now. I think we have covered it.	39 year old Asian American/Pac Isl female in Western Washington using program(s) CEHMZ
They are timely. They have provided me with financial support, mental health and medical services for my grandchild.	The systems could communicate with each other better.	No. Thank you.	7 year old African American male in Western Washington using program(s) CEHM
When I talk to people at the offices they are very nice, that's where it ends.	One simple thing they could consider the financial situations closer for obvious and serious help for the ones that want to help themselves and get out of the "system." I have fibromyalgia, and clinical depression, and I get minimal medical services that give me drugs to cover my symptoms, but no help to try to cure either of my problems holistically. I worked for 20 years I worked and sprayed chemicals and feel like that is the cause for my illnesses. The medical system doesn't work, it does not provide a cure because there is not incentive for cures in the medical ideology. And the medical professionals that help me treat me different because I am on Medicaid which is the prevailing attitude. I struggled on this fibromyalgia for one year on my own and the last 4 years have been in the "system".		47 year old Caucasian male in Western Washington using program(s) AEHMS
They provided me with TANF, medical, mental health counseling, and food stamps.	Get better at investigating stuff and not be scared of people with high power.	No. You were really nice and great to talk to.	26 year old American Indian female in Western Washington using program(s) CEHMX
They have helped me with jobs, provided me with medical and food stamps and mental health services.	Work more with their clients. Treat them as individuals and deal with their issues instead of just as another client or a number.	No. That's it.	33 year old Caucasian female in Western Washington using program(s) CEHMZ
They are flexible with me at times, when I have a hard time getting to appointments, they are flexible about rescheduling.	They could keep me updated more on my case, and my caseworker could be more on top of my case and more courteous towards me. (TANF casemanager.)		21 year old Caucasian female in Western Washington using program(s) EHMSZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Their hours and locations.	They could take the time to listen, and make more things available on line like information, anything and everything on line would be nice.		26 year old Other Race female in Western Washington using program(s) CEMSZ
I don't have to communicate with them because they send me a statement and money each month.	They need to rework how they do child support money. They need to have better recordkeeping as far as to how much money is paid and how much money is owed. The support statement needs to be easier to understand, and if they deposit money into an account they need to have a good reason for requesting it back. It is not necessary for me to appeal a decision that the department made in error. The worker needs to be more informative, helping and getting back support for children that are over the age of 18.	I hope that I can still get my back child support that I am entitled to and that the children that the support is for can benefit from it since they are over age now and back support is still owed.	45 year old Caucasian female in Western Washington using program(s) Z
They try really hard to help you out when you are in need.	They could communicate a little better in general.		45 year old Caucasian female in Western Washington using program(s) EHMS
I have more good encounters than bad with DSHS workers.	Be quicker. I forgot to fill out my six month review paperwork. When I went in to take care of it, DSHS said it would be a week before I got any funds. My landlord wanted his/her money. Couldn't pay my phone bill either.		50 year old Caucasian female in Eastern Washington using program(s) EMS
I have been in unique circumstances with my mental health issues, and they have been very understanding and supportive in working on a plan that will get me back on my feet financially and physically and emotionally.	It is sometimes hard to reach someone, and initially it was hard to find the right person to talk to. Since then I have learned who and where to contact the appropriate person. Also it took a while to figure out the correct documentation needed to avoid termination, etc., to continue assistance without problems.		34 year old Caucasian female in Western Washington using program(s) EHM
The worker assigned to my case, he is very courteous, and gets right back to me while I call.			41 year old African American male in Out of State using program(s) X
The things that I needed were responded to.			53 year old Caucasian 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 cover most of my dad's medical. I don't feel like he gets enough money to live on.	My dad gets barely enough to pay his bills, and only has a little left over. He only has \$140 left after paying his bills. He has to go to new clinic, it is probably okay for walk-in patients, but my dad needs more medical care and needs a private doctor, as he has had up to 3 strokes a year and has had really high blood pressure, and high cholesterol. He also seems very depressed, and did take antidepressants for a while and was a lot better, but then they just cut him off. He was discharged from the last doctor as he missed some appointments. Sometimes they can't get him in for an appointment for a month, so he goes without his medication for a whole month.		65 year old Asian American/Pac Isl male in Western Washington using program(s) AEHMS
The DSHS staff are courteous and helpful.	They could get more realistic on amounts of money and food stamps given to families, they provide too little to help survive, it is way below poverty level.	I get \$1,000. SSA disability, I am in low cost housing, It is hard to make ends meet and live, the food assistance helps, but I need medical assistance. Even though I get \$1,000. I have to have \$18,000, in medical bills before they'll help me. I recently had a heart attack, because I wasn't on meds that I was suppose to be on, because I can't afford them.	55 year old Caucasian male in Western Washington using program(s) CEHMSZ
Typically the workers are very courteous, patient and understanding.			24 year old Caucasian female in Western Washington using program(s) ES
Nothing.	Match the personality of the client to the social worker.	No.	62 year old African American male in Western Washington using program(s) CX
They actually offer services.	They could change some of the procedures or requirements of Child & Family Services to support the parents a little bit more. They seem to side with the child/children for the most part.		44 year old African American female in Western Washington using program(s) CX
	They could return phone calls and listen to people.		24 year old Caucasian female in Western Washington using program(s) EMZ
They are extremely helpful at this time.	Hire a few more workers or pay their people more.		54 year old Caucasian female in Western Washington using program(s) EM
Kids come first.	Their staffing levels are probably low, but they are doing best they can.		42 year old Caucasian male in Out of State using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
That they respond to what I need.			1 year old Hispanic female in Western Washington using program(s) M
They are there when I needed them.			52 year old Hispanic male in Western Washington using program(s) AEHMS
		I don't think that DSHS helped me with the steps that I need to take the information that they need so they can provide assistance to me.	23 year old Caucasian female in Eastern Washington using program(s) EHMS
I like it that they help me and my family with food. I need medical now, but it's kind of iffy on that. I know they have a backlog.	Set up DSHS priorities much better. Americans need help too, and we shouldn't be put to the back of the line.	I think the U.S. should take care of the U.S. first and foreign affairs later.	40 year old Caucasian male in Eastern Washington using program(s) CEMSX
DSHS is available to help us.	The Youth At Risk program needs to follow through on the requirement that they want from a child. Once the child does not do what they wanted, they should have to pay the punishment for their act and not get away with it. Why make rules is you do not abide by them.	NO I don't.	43 year old Caucasian male in Western Washington using program(s) CX
They were friendly and they helped me when I needed it.	They need to follow up on their complaints and verify if the information is true, regardless of who is making the complaint or the age of the person making the complaint.	No. Thank you for your time.	19 year old Caucasian female in Western Washington using program(s) C
They are available to provide me with the services and needs when needed. I appreciate the fact that I receive medical and food stamps for my family.	Expand the medical bracket for eligibility for the medical program for people who are trying to get on their feet and still need the medical. They cannot afford to pay the huge premiums at their work and still maintain a normal living budget.	No. Everything is fine.	15 year old African American female in Western Washington using program(s) EM
I like that I am financially and shelterwise and medical needs are met.	I am very happy with what I got and no problems.	I am more than happy with the services that I got from DSHS.	67 year old Caucasian female in Western Washington using program(s) AEHMS
They are very helpful. They have provided me with medical, and food stamps.	Help more people with their medical needs. Because I don't have a disability or am elderly I cannot get medical.	No, that's it.	25 year old Caucasian male in Eastern Washington using program(s) CEMSZ
They provide me with a statement of how much support was paid and how much support was not paid and kept an account of what I owed.	Do a better investigation on matters of a person's account as to who is responsible for the support not paid. Check with the employers before deducting the amount from the client account.	Not that I can think of right now.	46 year old Caucasian male in Western Washington using program(s) X
They have the services available when I really need them.	DCS should do better with the paternity test and speed that process up. They should work more hand-to-hand with hospitals, parents, etc.		51 year old African American male in Western Washington using program(s) EMSX



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They did help me when I need it.	Change the guidelines for food stamps and consider more items that clients must personally pay for. For example, car insurance - mandatory by law, etc.		48 year old Caucasian female in Western Washington using program(s) E
The courtesy.	They should restructure their telephone system. I look at my letter and look for the number to call. It makes you go around and around in menus - when I press the button to speak to a worker - I don't get a worker. I called the Hearings Office to complain. But, it is still a problem! I think that more clients must come to the CSO since the phone system is such a mess!	It is too difficult to get ahold of a worker in the Centralia Office call center!!!! If they would answer the phone more quickly - people wouldn't be so upset when they finally get on the phone with a rep.	60 year old Caucasian female in Western Washington using program(s) E
The overall end result of the services.	Speak English better. They don't speak it enough and they don't speak it properly. It's almost like one needs a translator when one goes to the CSO.	I am most concerned about my medical problems and I cannot get medical coupons through DSHS. I really need medical coverage.	50 year old American Indian female in Western Washington using program(s) E
Helpful. They have provided me with food stamps and day care assistance.	Have more one-on-one, person-to-person communications.	No.	32 year old Caucasian female in Eastern Washington using program(s) E
	I would say that let clients know what services are open to them!		39 year old American Indian male in Eastern Washington using program(s) E
If you really need help the help is there for you. They have provided me with medical, food stamps, cash, and mental health services. I like their services, and where I can get my needs met and get help with them.	Better communications and changing of the standards so that when your gas and electricity is turned off you can get help getting it turned back on. I need a better case manager at the CSO - Auburn CSO. Every time I ask for help - I don't get any help.	No. Everything is great.	27 year old Caucasian female in Western Washington using program(s) CEHMZ
It is easy for us to get medical assistance for our child.	Everything is perfect!		5 year old Hispanic male in Western Washington using program(s) M
I hate getting DSHS services!	Hire some more intelligent people in the CSO offices.	Enter me in the contest.	16 year old Hispanic male in Western Washington using program(s) M
I like the services that they provide. It has been nice to have the assistance at times like this when jobs are scarce.			2 year old Caucasian male in Western Washington using program(s) M
It is really easy and convenient to use DSHS services. I like it that I can communicate via postal mail or by the Internet.		I am very thankful that the DSHS programs are there.	10 year old Hispanic female in Western Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The fact that I can reach someone for help.	It is difficult to retain the same doctor for services since they leave or migrate upwards in the "system." I don't know if DSHS could do anything to improve this or not.		16 year old Caucasian female in Western Washington using program(s) M
The food stamps and the cash. I find that it's tough living on my own budget.	When I first moved here from CA, things were good at first, but then the system changed. The DSHS workers said some services weren't available to us, but I think more services should be available.		43 year old Hispanic male in Western Washington using program(s) CEV
The fact that they exist and can help people out when they don't have enough money to go to the doctor.	Have a different way to compute earnings which makes my son ineligible. I am barely over the income limit. Maybe have a gradual step down when decreasing amount of medical coupons.		16 year old Caucasian male in Western Washington using program(s) M
Their availability. When I have questions, it is pretty easy to get in touch with someone at DSHS.	Probably explaining benefits better. Every time I have called, I have to have a diagnostic code and a procedure code - DSHS staff ask for that. It's a bit frustrating being a parent and being a doctor too!		7 year old Caucasian female in Western Washington using program(s) M
It's free.	Provide more and better dental coverage. When I was pregnant with [Name Redacted], I called DSHS and sometimes I got a very nice worker and other times I got a cranky worker! I tried to call when the nice worker might answer the phone.		2 year old Caucasian female in Western Washington using program(s) M
I don't deal with them all that much.	Sometimes when I call DSHS, I get people who don't speak English, and I had a hard time understanding the worker. They could double check stuff, they put down that I was paying child support for the child who resides with me and her mother, not the correct child who was living with her mother elsewhere.		3 year old Caucasian female in Western Washington using program(s) M
I don't think there is much that I just like.	When my income increased \$10, I lost \$10 worth of food stamps. Why can't I make \$50 extra and not have something taken away?		55 year old Caucasian female in Western Washington using program(s) AEHMS
I appreciate the fact that we don't have to scrounge money up to send my kids to the doctor.	Sometimes I think doctors don't necessarily care to treat people that use medical coupons. I am speaking of my own treatment with my gall bladder problems.		2 year old Caucasian female in Western Washington using program(s) M
That they cover everything for my daughter and it's not a stress for me to have to find medical insurance.	Expand the list of doctors that she is allowed to go to.		1 year old Caucasian female in Western Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The medical has been great and helpful.	I've had cervical and uterine cancer twice. Medicaid won't cover a hysterectomy which would remedy the problem once and for all, but Medicaid won't cover it.		14 year old Caucasian male in Western Washington using program(s) M
They have always answered my questions and been polite.	I would appreciate an English-speaking worker, as it is difficult to communicate with non-English speaking workers. It would also be much more efficient if I could have a social worker located here locally, rather than dealing with one in another area (Moses Lake). I live in East Wenatchee.		84 year old Caucasian female in Eastern Washington using program(s) M
I like that if I need an appointment they usually give me an appointment right away.	When I am at the clinic, I must wait a long time for the doctor to come and see us.		4 year old Hispanic male in Western Washington using program(s) M
They provide services in medical that we couldn't otherwise afford.	They could cover more of the medicine that we need. You have to fight for it with the doctors.		15 year old Asian American/Pac Isl female in Eastern Washington using program(s) M
They do a good job as best they can.			29 year old African American male in Western Washington using program(s) CEHM
It was very helpful to my family. The food stamps were great and also the application for lunches at school and with WTAP.	I think the people are nice, but not very pleasant. They give you the info you need, but it's not very warm and fuzzy.		3 year old Other Race male in Eastern Washington using program(s) E
I hardly ever deal with DSHS. When it is time to recertify, they send me paperwork and I resubmit it and they determine my eligibility, it is very easy.			12 year old Hispanic male in Eastern Washington using program(s) M
The fact that they will do phone interviews since we are rural.	Cover more medical needs - medications and different procedures.	I think they are great. And, I am thankful to have them!	58 year old Caucasian male in Western Washington using program(s) M
I don't know.	I think you are doing good.		5 year old Caucasian male in Western Washington using program(s) M
They provide medical service.			25 year old Hispanic female in Eastern Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Usually, if they don't know the answer to something, they can usually direct to someone who can answer it.	The biggest thing that I am having trouble with, is finding providers who will take Medicaid coupons. A lot of them who used to take them are no longer taking them. I have to drive 2 hours to see someone who will accept Medicaid coupons a lot of times.		7 year old Caucasian male in Eastern Washington using program(s) M
I appreciate everything that they give me to help.			73 year old Asian American/Pac Isl female in Western Washington using program(s) EHM
I like the medical services they provide for my children.	Sometimes the children may need counseling, which is not covered on the Medical Coupons, but it is very important and they need this.		12 year old Hispanic male in Eastern Washington using program(s) M
They treat you well; they are quite good.	Get some people that speaks a little more Spanish.		51 year old Hispanic male in Western Washington using program(s) E
They are pretty helpful.	They could make the DCS building a little bigger, it is kind of crowded.		33 year old Hispanic female in Eastern Washington using program(s) X
	Know their own rules. I was given the wrong rules regarding my passport. I was told that if I owed less than \$2000, you could get your passport. That was not true, as I tried to get it. They later corrected the misinformation, and I was told that I could not get it if I owed anything. This misinformation cost me \$100. as that is what I paid to get my passport, which I was not able to get.		41 year old Caucasian male in Western Washington using program(s) X
They provide a good service.	They could be easier to reach if you work, be open later, and have more Spanish-speaking workers.		32 year old Hispanic male in Eastern Washington using program(s) X
	Stop using message recording systems so you could get ahold of them.		21 year old Hispanic male in Western Washington using program(s) X
They helped me with my daughter when I was having problems with her.	Nothing. They are doing great.	No. Everything is great.	61 year old Caucasian male in Western Washington using program(s) C
They are easy to talk to.	Nothing. I have been able to work with them ... everything is okeydokey.		63 year old Caucasian male in Out of State using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with great medical coverage.	More people to answer the phone and help the clients.	No.	24 year old Caucasian female in Western Washington using program(s) M
	Maybe make it easier or less costly to deal with DCS. I had to hire an expensive attorney.	I am still currently paying child support in Washington state - basically why I do is because my youngest daughter is terminally ill. I pay child support to my ex-wife. I am a retired fire fighter and can keep her on my insurance. Basically, what I am doing is paying medical bills.	62 year old Caucasian male in Out of State using program(s) X
They have provided me with medical and food stamps.	They need to take more time and not rush you when you go into the office to see a worker.	NO. Everything is great.	28 year old Caucasian female in Eastern Washington using program(s) M
I don't have to worry about taking my children to the doctor because I have medical coupons and otherwise I could not afford it.	Nothing.	No, I am good. Thank you.	7 year old Hispanic female in Eastern Washington using program(s) M
It's a pretty good program. DSHS refers clients to my day care center business.	Get a better phone system. I don't like calling the machine and having to punch all those numbers.		32 year old African American male in Eastern Washington using program(s) X
That they have provided me with the necessary medical that I need. The workers have been very kind to me.	The workers need to be more prompt in helping the clients. The department should work around a person's schedule that has a job so that they can get medical and food stamps and also be seen without losing their job. They need to have appointments that can be fit into the workers' schedules.	No, but I thank you very much.	46 year old Caucasian female in Western Washington using program(s) M
I like that my children have medical coverage.	When they send letters to us, please send in Chinese, not in English so that we can understand the letter.		15 year old Asian American/Pac Isl male in Western Washington using program(s) M
They are friendly and quick to provide assistance when I need it.	Nothing. Everything is great.	No, I think that everyone is doing a great job.	50 year old Caucasian female in Western Washington using program(s) E
That they provide medical assistance for my children. I like the dental care and eye glasses to.	Nothing. I think the service is excellent. I receive everything in Spanish and English and the assistance is great.	No. That is all and thank you for the survey because now we can tell that you care about the service that we get.	10 year old Hispanic female in Western Washington using program(s) M
That they treat me real well, whoever I talk to. It has been easy to access basic health providers.	Make more specialists and orthodontists available with medical coupons.		11 year old Caucasian male in Western Washington using program(s) HM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
For the most part, everybody is pretty nice.			6 year old Caucasian male in Western Washington using program(s) E
For me - everything. They have always treated me well, and I have no problems with them.	For me, everything is good.		3 year old Hispanic male in Eastern Washington using program(s) M
That it is support for the family and they assist you when you do not have any money. They provide me with medical coupons.	They need to have more places that we can use the medical coupons and dental services.	No.	6 year old Hispanic female in Western Washington using program(s) M
They will try to work with you with your issues, like domestic violence or a pregnancy test.	It is just the economy right now cause I think DSHS lost a lot of workers.		29 year old Caucasian female in Western Washington using program(s) CEMSZ
They have a lot of different places that you can get help, they are friendly and they have provided me with medical coupons.	Nothing. They are doing a good job.	No. It was nice and great service.	14 year old African American female in Western Washington using program(s) M
They seem to be really competent in what they do.	I have sent in paperwork which they request, they seem to lose it and I have to send it in again.		15 year old Caucasian female in Eastern Washington using program(s) M
They provided medical coverage, my mother never had to stress about my medical needs.	If I knew that I could have received medical coverage through age 19, I would still be getting it, but I didn't know.		19 year old Hispanic male in Western Washington using program(s) M
I like the medical insurance.	They could get some of the low income people who can't afford medical insurance, I wish we could have insurance for a reasonable fee.		10 year old Caucasian male in Eastern Washington using program(s) M
They have provided me with medical and it has been easy to get this service. Not too much paperwork.	Nothing.	No, that's it.	13 year old Caucasian male in Western Washington using program(s) M
The treatment is good for people who need it.	My husband's case was because of prejudice in our little county, he did not have a translator, which is not right. He does not have a drinking problem, but because the sheriff doesn't like Hispanics or any other minority race, they punished him and required he do treatment. He was not treated fairly and did not need treatment, but he went. They should have sheriffs from all races so people are treated right.		44 year old Hispanic male in Eastern Washington using program(s) S
That they always have someone to go to when you need help.	I don't know.		19 year old Caucasian male in Western Washington using program(s) CHM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I really like that they focus on whatever we are talking about.	That when I call them please return the call as quickly as they can.		5 year old Hispanic female in Western Washington using program(s) M
The care they provide.			39 year old Caucasian male in Western Washington using program(s) EMS
They case managers are caring people and they really want to help you.			39 year old Other Hispanic male in Western Washington using program(s) EHMS
The professional, knowledgeable way they treat you, and that they treat you with respect and as individual.			38 year old Caucasian female in Western Washington using program(s) EMSZ
The child services program did help me with legal issues I had in the last two years - I am referring to Children's Administration.	Extend evening hours or have an on call evening person - in all offices.		38 year old American Indian female in Eastern Washington using program(s) CZ
The way they treated me with respect and listened to my problems.			23 year old Caucasian male in Western Washington using program(s) E
They give my children medical coverage.			8 year old Hispanic male in Western Washington using program(s) M
	They won't listen to you, and they don't care about your personal situation, they just want to know if you are working and if you have money for child support, and I don't get receipts or nothing. They don't look at your whole financial situation, if you pay child support or what your bills are, they don't care.	I just wish the workers would take more time to look at the records and the information that I bring in to them.	42 year old Hispanic male in Eastern Washington using program(s) EX
They provide medical coverage for my children, and it is local.	At renewal time, we got dropped due to income change, and we had only a couple weeks notice before we were terminated, not enough time to finish child's needed dental work. It would be nice to know approximately when reviews are going to be due.		7 year old Caucasian female in Western Washington using program(s) M
They treat me like a regular human being, they understand your needs, and treat me with respect.			33 year old Asian American/Pac Isl female in Western Washington using program(s) MZ
The help that they have provided for me.	Nothing that I can think of.	No, that's good.	37 year old Caucasian male in Eastern Washington using program(s) EMSX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with medical and it is easy to get assistance.	Nothing.	No.	7 year old Hispanic female in Western Washington using program(s) M
They have provided me with cleaning services and medical coupons.	Nothing.	No, not that I know of.	69 year old Caucasian female in Eastern Washington using program(s) AM
It all works great for us.	We are relatively new in receiving services and have no suggestions.		3 year old Caucasian female in Western Washington using program(s) D
I like when you go to the office with just a question, they help really fast.			19 year old Hispanic female in Eastern Washington using program(s) M
They are there when I need them and they have provided me with food stamps.	Nothing.	No. Everything is great.	26 year old Caucasian female in Western Washington using program(s) E
They help people.			15 year old Asian American/Pac Isl female in Western Washington using program(s) M
Friendly, helpful staff gave me lots of information that I didn't know before.			24 year old Caucasian male in Eastern Washington using program(s) S
The coupons DSHS gives me for [Name Redacted].			16 year old Hispanic male in Western Washington using program(s) M
I like that they are committed to making sure kids are safe.	We don't get a lot of services, since we are far away from town, in the country. I don't think that social workers spend much "quality time" on the DSHS required home visits. It seems they are satisfying the state requirements, but the visits could be much more meaningful and productive!		17 year old American Indian female in Western Washington using program(s) CM
They have provided me with medical and food stamps for myself and my family. I was grateful to have alcohol treatment.	I feel that the department should pay for daycare when a client is going to college and seeking work and their income is low, but not low enough to get assistance. The daycare should be paid in the evening also. When a parent is in treatment they should not go and collect support from the partner when they are together and have children together and the only reason that they are separate is because of the treatment. The workers need to make themselves more available to get ahold of or return calls.	No, that's it.	28 year old Caucasian female in Eastern Washington using program(s) CEMSZ



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with alcohol treatment and medical care.	Work as a team with all the providers. GAU clients cannot go to mental health to get an evaluation. The GAU medical coupons will not pay for it.	Nope.	26 year old Caucasian female in Eastern Washington using program(s) CDEHMSZ
	It is hard to find a doctor who will take the coupons, especially dentists.		29 year old Caucasian female in Western Washington using program(s) ADHMS
The fact that at least I have the medical coupons to cover accidents or medical problems for my son.	Allow people to use more doctors not on the list. It is too limited. There are lots of services that are not offered such as child counseling. We must use only counselors with a PhD.		16 year old Asian American/Pac Isl male in Western Washington using program(s) M
I don't deal with you a whole lot so there really isn't much to say.			13 year old Caucasian female in Eastern Washington using program(s) D
I do like how over the past few years they have tried to speed things up. The waiting room time is much less now at the CSO.	I think they need to concentrate more on helping the homeless. There are a lot of homeless people in Everett that have alcohol and drug problems. I think DSHS should have some sort of community outreach to help find these folks and to try to help them.		32 year old Caucasian male in Western Washington using program(s) AEHMS
I like that I can get food stamps right away.	CPS - Social worker had my case for four months and never once looked into it. He got fired for what he didn't do - this is the Aberdeen office. His name was [Name Redacted]. I passed all my drug tests, but my daughter was still placed with the birth father. [Name Redacted] did a psych eval on me and said things on the stand in court that were untrue. Judge [Name Redacted] is a known cocaine addict who has been in treatment several times and this person is in charge of the CPS kids. I had a guardian ad litem for my three year old daughter. [Name Redacted] (guardian ad litem) lied and said I gave her permission to get my psych eval even though I didn't want it handed out.	I have been treated unjustly and unfairly and would like my overall situation looked into and answers provided to me. Feel free to call me if you need any more information.	30 year old Caucasian female in Western Washington using program(s) CEHMSVZ
	The wait in the CSO is way too long!		5 year old Asian American/Pac Isl female in Eastern Washington using program(s) M
	They need to be more cooperative with clients.		31 year old Caucasian female in Western Washington using program(s) EHMS

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The people.	Help homeless people more than they currently do.		30 year old Caucasian female in Western Washington using program(s) CEMX
They have taken care of portions of my son's medical bills.	I am trying to get services for my son, who has anger issues and drinking and drug issues. I have talked to the social worker and have left several messages and talked to her supervisor about 5 months ago face to face. He was going to talk to the social worker and have her give me a call. I have not heard a word from anyone and these problems are urgent. I want to get him into the "children's and teen's clinic," into these programs that would help him, but I need the social workers help.		38 year old African American female in Western Washington using program(s) CHM
The one-on-one contact.	I think the last time I was in the office I had to pick a number - that was good. That was in the waiting room area.	DSHS is there - the support services are there for families that are in need of the services.	42 year old Caucasian female in Western Washington using program(s) CZ
They provide good services when you need it.			42 year old Hispanic male in Eastern Washington using program(s) C
	Make it not look like you're waiting in a jail cell. I am speaking of the CSO waiting room - that was in Spokane on Arthur Street.		34 year old Caucasian female in Eastern Washington using program(s) CM
The services that they provide for individual families. Child and Family Services is one of the better divisions of DSHS.	I think if you give them what they want to hear, they believe you, if you tell them the truth, then they don't believe you. They need to improve their investigative policies or train the caseworkers better. I'm referring to Economic Services. I think if they could meet/share information of all the Divisions every month or so, they would be much better organized and much more helpful to the clients.		50 year old African American male in Western Washington using program(s) CEHMV
John at Children's Administration was very skillful and good at getting everyone to talk. He created a very calm atmosphere that allowed for a good assessment to happen. This was at the Queen Anne office in Seattle.	They could raise the age of consent for children from 13 to 18.		51 year old Caucasian female in Western Washington using program(s) CZ
They help you in time of need.	They could give us a little more for the food stamps.		34 year old Caucasian male in Western Washington using program(s) EMS
If you don't get a medical coupon at the first of the month, they will send you or fax you a copy of it.	They could send a list of local doctors, dentists who take coupons.		17 year old Hispanic female in Eastern Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The monetary assistance and food stamps have been helpful.	They don't explain things very well, all of DSHS in general. They don't coordinate services between divisions at all. I don't have a real good understanding of what all they can do or the services they offer, i.e. Mental Health or DVR. I don't understand what they could do for me, the caseworker I had in Mental Health told my mother they could give me services to help me with transportation and daily living services, etc., but when I am with them they don't offer or help me at all.		23 year old Caucasian female in Eastern Washington using program(s) CEHVMX
I like that my mother has medical coupons.	Me and my sister have to take off work to take my mother to doctor appointments, as she does not speak English, and they have no Arabic interpreters. Also, I have been in US for 10 years and speak okay English, but do not understand a lot of words as well as my sister. So we have sometimes a problem with understanding and it would be nice to have interpreters.		74 year old Caucasian female in Western Washington using program(s) AHMS
Our daughter has some trauma from the past home she lived in. She had made some false allegations of abuse. DSHS helped us work through this and get treatment for her. We were in a program that helped our whole family and got her into counseling. They also came to our house and were very supportive.	I think that children that are in homes where they are exposed to drugs, alcohol and domestic violence are too quickly and too often returned to those homes. That is why our oldest daughter is having such a hard time that cannot be undone. She will be dealing with these issues the rest of her life.	I reiterate what I already said about domestic violence and children. There seemed to be a particular caseworker that really pushed for sibling visits that were unhealthy for the children. The caseworker at the time was [Name Redacted] at Port Angeles DCS and the child's name that I feel is in danger right now is [Name Redacted]. She has been reunited with her mother for the third time and I am really worried about [Name Redacted].	28 year old Caucasian female in Western Washington using program(s) C
They provide services for people that need them. I am so thankful they are there.	They could have done more research on my case with CA, and they accuse people of doing things that are not true. They could have investigated more on my circumstances. I don't feel that I should have gone through their system as I am a very good mother, and they, CA, agreed that I am a very good mother. I was in an abusive relationship.		36 year old Hispanic female in Western Washington using program(s) CEMS
Customer service.			32 year old American Indian male in Western Washington using program(s) S
Nothing actually.	Be more client friendly. I am speaking of DCS and listening to both sides of the coin.		45 year old Caucasian male in Western Washington using program(s) SX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They show you about the value of the things that are around you.	They should see if there are other ways to help and that folks could be oriented as to how alcohol affects a person.	I would just like to say that it's a very good program and shows the effects that alcohol has on people.	25 year old Hispanic male in Eastern Washington using program(s) S
They are located 2 blocks away from my house.	They could be clearer as to exactly what services they can provide for my son. They seem to be very busy.		15 year old Caucasian male in Western Washington using program(s) DM
They help people and me and my boyfriend and my kids.	They need to like if someone needs a question or something, they need, I can get through to them, but when they say they are going to call me back, they sometimes never do.		32 year old African American female in Western Washington using program(s) CEMZ
They are open on time and help you when they're supposed to.			39 year old African American male in Western Washington using program(s) CEX
	Make it clear on what doctors you can go to for the HMO they put you on.		8 year old Caucasian male in Western Washington using program(s) M
They are there to help me get what I need.	They could be open on the weekends.		24 year old Caucasian female in Western Washington using program(s) AEHMSV
They provide medical for my children.			14 year old African American male in Western Washington using program(s) M
They have provided me with mental health, food stamps and medical coupons. I appreciate and I like these services. I don't have to wait very long for services and they are very prompt.	It very hard to park. There are no spaces available. Needs more parking.	No . Everything is fine.	46 year old Caucasian male in Western Washington using program(s) AEHMSX
I get medical for my children.			8 year old Hispanic female in Western Washington using program(s) M
They provided me with medical coupons, food stamps and cash.	The dental coverage needs to be increased. We need to have more dentists that accept the medical coupon. They also need to have more mental health places that accept the coupon. The housing authority needs to increase the number of people eligible as I have been homeless for 2 years on their list and still have not been able to get housing. More money at the drug and alcohol centers to assist clients.	No. It was great.	38 year old Caucasian female in Eastern Washington using program(s) CEMSZ
They help me with my food stamps.	Nothing.	No. Everything if fine.	35 year old Caucasian male in Western Washington using program(s) DEX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>Get rid of the computer that answers the telephone so you get to talk to a live person. Reduce their income levels for benefits, as I hard time making ends meet, but I am not eligible for help and I am a solo parent. Dental and vision should be covered more for children as my children need braces and I cannot afford them. I was on medical and have problems with my toenails, but was told it was cosmetic and they won't help me, they should allow coverage for some things that are not covered.</p>	<p>I feel like when you walk in the door at DSHS they make you feel like you are begging. Have they changed the income levels for eligibility yet for food stamps and medical ??? As I think I am below poverty level and I am not eligible. Me and 2 teenagers and I made \$25,000 last year including my L&amp;I.</p>	<p>45 year old American Indian male in Eastern Washington using program(s) CEMZ</p>
<p>They keep track of the amount of support that I pay.</p>	<p>Nothing.</p>	<p>No.</p>	<p>28 year old Hispanic male in Eastern Washington using program(s) X</p>
<p>They support needy families with money and food stamps. I like how they try to work on different personal issues to try and better their lives.</p>	<p>It is hard to find dentists, and it is hard to make the benefits I get stretch each month. They need more workers in Mental Health because they don't respond very well.</p>	<p>Some worker had said something discriminating in the past, I was homeless and pregnant at the time and the worker said "Oh, well CPS will be involved with you then." And that was very threatening to me. I was crying and made me feel defensive, like I couldn't trust her.</p>	<p>20 year old Caucasian female in Western Washington using program(s) EHMS</p>
<p>The extended medical extension after TANF termination. The opportunities they provide to support families after their income exceeds the standards.</p>	<p>Some of the medical providers, specifically receptionists, are very rude to people who use Medicaid (i.e., they make the clients go back to the CSO to get copy of coupon, instead of using their resources to verify information; they would do this for private insured clients). CSOs are understaffed and need more workers, clients have to wait 1 to 2 hours, workers have to deal with angry clients because of the long wait because CSO is understaffed, economy is bad and things are getting worse.</p>		<p>30 year old Other Race male in Eastern Washington using program(s) EMX</p>
<p>That how prompt they are about getting you the help you need.</p>			<p>33 year old American Indian male in Western Washington using program(s) EMS</p>
	<p>It would be nice if you didn't have to wait so long when you go to the CSO.</p>		<p>4 year old Caucasian female in Western Washington using program(s) M</p>
<p>It helps to be able to buy food for the family and get food stamps each month.</p>	<p>They need to change the qualification for medical and make it easier to get medical for a single person.</p>	<p>Nope.</p>	<p>28 year old Caucasian female in Eastern Washington using program(s) CEMX</p>
<p>They were very helpful. They provided me with food stamps.</p>	<p>Nothing.</p>	<p>No. I think that's it.</p>	<p>22 year old Caucasian female in Western Washington using program(s) ES</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have provided me with good care. They have given me food stamps, counseling and have provided me with excellent drug and alcohol treatment.	Extend the time that you can have drug and alcohol treatment. I only got to stay 9 days and it was a 21 day program and the reason was that I was not eligible for assistance because my resources were too high.	No.	58 year old Caucasian female in Western Washington using program(s) EHS
They are there when I need help. They have provided me with medical coupons, food stamps and other services.	I can't think of anything.	No. I don't think so.	24 year old African American female in Western Washington using program(s) AEHMS
It is easy to get the medical coupons that I need for my family.	Nothing.	I don't think so. They have done a great job.	7 year old Caucasian male in Western Washington using program(s) M
They have helped me when I need it. They have provided me with medical coupons and food stamps.	Have a weekend each month that they are open to see clients and provide services. This would help the working parents who need to have service.	Nope.	35 year old African American male in Western Washington using program(s) CEM
If you are in need, there is help that can be provided. They have also helped me with my medical and food stamps, and drug and alcohol treatment.	Have more service for the single person. Assist the people that are making an effort to complete their program and have not used for over 90 days, but still need to have the medical help and assistance in order to complete the program that they have started. A single person cannot afford to pay for outpatient treatment and still be able to maintain a household.	No, not at this point and time.	38 year old Caucasian female in Western Washington using program(s) EMSZ
I'm glad that they provide medical for the children from birth to 18 years of age - that really helps.	I got really sick for about a month and because I had a full pay check before I got sick, they would not help me with Food Stamps. Food Stamps and TANF seem to be programs for people who want to be on them forever and not for people who need help for a short period of time. I have a job and I had no intention of staying on assistance, I just needed help while I couldn't work. It was really a difficult time.		18 year old Caucasian female in Eastern Washington using program(s) M
Its simple. They have provided me with food stamps and medical care.	Not send so much paperwork. They use up a lot of paper. Sometimes they send duplicate letters stating the same thing or different things and you don't know which one is correct.	Nope, that's it.	37 year old Caucasian male in Eastern Washington using program(s) EMSVX
They have helped me with food stamps and medical when I have needed it.	Nothing. I don't know. I think they are doing the best they can.	I don't.	21 year old Caucasian male in Western Washington using program(s) EMX
They have a lot to offer and they fully explain your options as to the services that are available.	On the phone don't have so many phone options in order to get to a person to talk to.	Nope. I am good with that.	45 year old Caucasian female in Western Washington using program(s) CZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The help that I got from the drug and alcohol program. It is also great to receive food stamps and medical coupons.	I think they need to make clients more informed of their options to get assistance.	No I don't.	36 year old African American male in Western Washington using program(s) EMSX
I like the counselors and the people.	That they need to investigate accusations in regard to CPS and child support. They took the child's version at the beginning, but didn't fully investigate with the neighbors, etc. to find out what's true. But, their overall services are good. Right now, I have a restraining order against me by my estranged wife and cannot visit my children.		33 year old African American female in Western Washington using program(s) CEHMSZ
	DCS - they shouldn't take too much money by payroll deduction and then they refunded me some money eventually.		36 year old Caucasian male in Eastern Washington using program(s) CEMX
	My main problem is that the medical spend down - having to do it every six months - is too often. I am on disability and it's difficult to meet the spend down. I have to pay the first \$700 in medical bills before I get the medical coupons.		34 year old African American male in Western Washington using program(s) X
When we just came to the U.S. as immigrants, DSHS was great with support for medical assistance services. We had no financial base to pay for such costs.		I personally would like to thank DSHS for all the support.	37 year old Caucasian female in Western Washington using program(s) CEHMSZ
For now, I am really happy with the medical services.	I think the only thing would be that they should have more bilingual people.	I just hope that everybody gets treated as well as I have been by them.	15 year old Caucasian male in Western Washington using program(s) M
For the most part, I have been treated with respect. It has been helpful.	Have more communication between the different DSHS programs. CSO and CPS should communicate much better.		41 year old Hispanic female in Western Washington using program(s) M
	We got involved with CPS, I can honestly say that they considered us guilty when we walked through the door. That was hard. Even though I would share things with them it was usually met with skepticism. They visited our home and then stormed out of our house when we didn't comply with what they wanted. They were very threatening to us.		26 year old Caucasian male in Western Washington using program(s) CESX
			32 year old Caucasian female in Western Washington using program(s) C

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
	<p>My biggest issue is that on and off for the last 14 years - I have been on and off DSHS services. I did not abuse my privileges in getting services. They could stop treating everyone like pieces of crap that are trying to live off welfare. I am not like that. I get an attitude from most of the CSO workers that they look at everyone as trying to get free money. [Location Redacted] Mental Health - I went to them begging for help with my daughter - the lady - before talking to me. She just went and called CPS on me because my daughter said there was no food in the house. When CPS came, they discovered lots of food in my house.</p>		<p>12 year old Caucasian female in Western Washington using program(s) EHM</p>
<p>The workers are really courteous and nice.</p>	<p>They could extend deadlines for mental health appointments because of transportation issues, as I have no transportation. I was living in Kent, and having to commute to Bellevue for visitation with my children and my mental health appointments were in Seattle. I had to also travel around to get UA's 3 times randomly per week. And I had court once a week in Seattle, and I also had 2 treatment groups a week in Shoreline. DCSF did get me a bus pass. My GAU has been cut off because I was unable to keep a mental health appointment due to all my other mandatory appointments. I have been trying to juggle all of these requirements for 2 years. Recently my GAU was cut off because I was unable to keep a mental health appointment.</p>		<p>27 year old American Indian or Native American female in Western Washington using program(s) CEMSZ</p>
<p>They provide my mother services for medical.</p>	<p>Sometimes caseworkers ask weird questions, and 2 or 3 weeks later they ask the same questions. When they cut the food stamps for 2 months. I asked her why she cut food stamps, she said they sent a notice, and I told her I didn't get it. I said she should call us and tell us. Problems in communication, she does some letters in English and some in Arabic and I can understand both, but we don't get some of the letters.</p>		<p>70 year old Caucasian female in Western Washington using program(s) AEHMS</p>
<p>That they are pretty open and understanding and non-judgmental.</p>	<p>I would think just get more information to the community to make sure they know about them and all of their resources.</p>		<p>22 year old Hispanic male in Eastern Washington using program(s) CX</p>
<p>They are very steady, I have never run into anyone who is impatient, they must hire good people. Thurston CO, Olympia Office.</p>	<p>The only problem I have is the dental, no one will touch Molina, I cannot find dental help.</p>		<p>39 year old Caucasian female in Western Washington using program(s) CEHMSZ</p>



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are usually pretty friendly and respectful, for the most part.	They could have more people available when you need to find information, it takes up a lot of time to wait on the phone or in the office for a question or for anything you have to wait quite a while.		34 year old Caucasian male in Western Washington using program(s) AEHMS
Just that it is available.	I would say have a little bit shorter hold time on the phone when I call the CSO.		4 year old Other Race female in Western Washington using program(s) M
I like the medical they provide.			4 year old Asian American/Pac Isl female in Western Washington using program(s) M
	If you are not a Hispanic, daughter feels like you don't get the help.	April Golfstad from child and family services was wonderful to work with.	19 year old Caucasian female in Eastern Washington using program(s) CE
The people are awesome.			19 year old Caucasian male in Eastern Washington using program(s) S
I could choose my medical coverage according to my needs.	When you are doing the survey it was not appreciated that my neighbor got called and was told to relay a message to me to call 888# and the neighbor was very upset that they got called.	Nothing. We now live in Oregon and have for the last year.	15 year old Caucasian male in Western Washington using program(s) M
The people are great. They have provided me with medical for all of the foster children that I have had.	They can have better communication with the Tribes.	Nothing.	18 year old American Indian male in Eastern Washington using program(s) CM
They have provided me with excellent medical coverage and food stamps.	Get the workers all on the same page, so when one worker from one division requests you to do something and you talk to another worker in a different division about it, I feel that the two workers should know what is going on.	No, just that it helps and that the state gets their act together.	27 year old Caucasian female in Eastern Washington using program(s) CEMSZ
That they help me with my medical.	They could provide medical transportation.	I wish they had transportation for Medicaid.	42 year old Hispanic male in Western Washington using program(s) EHM
They provided me with alcohol and drug services for my son.	Embrace holistic healing methods with standardized treatment.	DSHS does a good job.	21 year old American Indian male in Western Washington using program(s) S

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They seem to answer questions fairly well, and if you have problems they will usually do something.	Honestly I don't know. The things that make no sense to me is to suspend someone's driver's license when they need that to work or to get to and from work. Also, I have had this happen, they took money out of my girlfriend's checking account, my name was on the account so that if she needed me to send her money while she was in Germany, I could withdraw it and send it to her. So DCS took some of her money out of this account to pay my child support obligation in the amount of \$1200.		40 year old Caucasian male in Western Washington using program(s) X
They provided me with food stamps that we were very grateful to receive. It was also wonderful to receive the medical coupons.	Developmental Disabilities needs to re-evaluate their standards on who they provide services for and who they don't provide services to. Some cases need to be able to be reconsidered as to the situation instead of going by the book and not giving the child a second chance and getting the services that are needed. Consult with professional personnel and formulate very strict guidelines that will take into account all situations without denying school age children the help that they need.	No, everything was great when we got the services from Washington State.	2 year old Caucasian female in Western Washington using program(s) CDEM
They have provided me with medical services for my son.	Nothing.	No, not right now.	5 year old Hispanic male in Eastern Washington using program(s) M
We never have any problems with DCS - it is always easy for us.			48 year old Hispanic male in Out of State using program(s) X
They always treat me well. When they call me, they are nice.	They take too much from me for child support and I can hardly live.		30 year old Caucasian male in Western Washington using program(s) X
They have provided me with medical coverage for my children.	They need to have more dentists that will take the medical coupon.	No, I don't think so.	9 year old Caucasian female in Western Washington using program(s) M
They are straightforward, and it is nice to have the medical coupons for my children.	Nothing.	I can't think of anything.	6 year old Asian American/Pac Isl male in Eastern Washington using program(s) M
They have provided me with medical coupons for my son, and I am very grateful.	Nothing.	No. That's fine.	7 year old Hispanic male in Eastern Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They helped me. They provide me with orientation and give me support.	For me, the services are OK.	About a month ago, I went to the DSHS office to ask for help in reference for help with my daughter's front teeth. The dentist recommended braces, but DSHS won't cover that. Why doesn't DSHS cover that? I don't have the money to pay for her teeth work. This condition even affects her in school.	35 year old Hispanic female in Eastern Washington using program(s) E
They have always been friendly.	I have never had any problems. Nothing.	Nope.	9 year old Caucasian male in Eastern Washington using program(s) M
They have helped children with medical.	Nothing.	No.	16 year old Asian American/Pac Isl male in Western Washington using program(s) M
I don't have to deal with my baby's Momma.	My DCS caseworker was very helpful and kept in close contact with me regarding the child support. She was not only concerned about me paying child support, and helped me work through any issues. The first worker was terrible, but he finally retired.		41 year old Caucasian male in Out of State using program(s) X
It saves a lot of money because our medical is covered.	I can't think of anything that needs to be corrected.	No.	19 year old Caucasian female in Western Washington using program(s) M
I guess the assistance that I got for the kids.	Not lose my paperwork when I mail it in.		17 year old Caucasian male in Eastern Washington using program(s) M
I don't like dealing with DSHS.	They could stop sending harassment mail to me about everything, all the time. I got a \$1.00 check. Why doesn't DSHS have more assistance available for single people with no children that are in an emergency situation? I am handicapped, but Social Security won't cover me. I was hurt on the job and my thumb has a serious injury.		34 year old Caucasian male in Western Washington using program(s) E
It was very helpful when I needed help.	Nothing.	Nope.	24 year old Caucasian female in Western Washington using program(s) M
They always have an answer for us and try to help us. They provide me with medical coupons for my children.	On the Spanish letters that I receive some of the wording is hard to understand.	No. Everything is good.	9 year old Hispanic female in Western Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
The help that they give us. We are grateful for the medical coupons.	Shorten the time that you have to wait in the local office.	Nope Not at all. They have been wonderful.	2 year old Caucasian male in Eastern Washington using program(s) M
They give me medical for my children.	Nothing.	No. Everything is great.	5 year old Caucasian female in Eastern Washington using program(s) M
It is easy to get help and I am grateful for the medical coupons for my son.	Raise the standards for being eligible for medical assistance.	No. Thank you very much. You are a great person.	8 year old Caucasian male in Eastern Washington using program(s) M
They have provided with me with statements as to how much support is being paid and how much support is owed.	They need to have a better way of verifying that a child is no longer in school, so that the client who is out of state is not responsible for the support.	No.	40 year old Caucasian male in Out of State using program(s) X
They have provided assistance for my mother in that she receives food stamps and medical coupons.	Nothing.	Nope.	68 year old Asian American/Pac Isl female in Western Washington using program(s) EM
It great to have the medical coupons for when my daughter gets hurt; she can be treated quickly.	When in the hospitals there is not a lot of people that can translate and that has been difficult in me understanding what is happening. I also have that same problem when I go into the CSO.	No.	15 year old Asian American/Pac Isl female in Western Washington using program(s) M
They have provided me with medical coupons for my medical needs and also helped me with my drug and alcohol treatment.	Not sure.	No, not really.	18 year old Hispanic male in Western Washington using program(s) MS
The people there were knowledgeable and respectful.	Make it more public - maybe advertisement in the paper. I found out about the service availability by word of mouth in the community. DSHS needs outreach.	Because I am single and have no children, it is very difficult for someone like me to get help and support. Usually society supports married folks or people having dependent children. I think society is somewhat prejudiced by refusing to help single folks.	61 year old Caucasian male in Western Washington using program(s) E
I get free food. I also get free bus passes.	CA - It all started when my ex got involved with someone who is violent. The DA could have done more, but that's not CPS's fault. It took CPS 8 months and 28 days to take my son into custody. CPS should have moved much, much faster to protect my son. My son is still in foster care and CPS needs to bring my son home. I feel my rights are being abused. I am just worried about my son's welfare.		34 year old Asian American/Pac Isl male in Eastern Washington using program(s) ACEMX

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They are more organized than Oregon DCS. I don't like Oregon.	My payments are going to Oregon, then to Seattle and then to Kennewick. Each office says I owe different amounts. They need to cooperate in sharing information with each other and keeping my record clean. This is killing my credit!!! Can someone from DCS in Washington state (RE: Seattle and Kennewick) please call me and help straighten out this mess.		30 year old Caucasian male in Out of State using program(s) X
I don't have to deal with the ex-wife.	Maybe keep track of where money is spent for the children.		48 year old Caucasian male in Western Washington using program(s) X
They are there to help the children.	They could get a larger support staff, so they aren't overloading their staff. Usually it takes them awhile to find out the information and takes even longer to fix it when there is a mistake.		38 year old Caucasian male in Western Washington using program(s) X
They provide medical for my son.	They could take and help my family by getting them back together.		33 year old Caucasian female in Western Washington using program(s) CSZ
	They could be a little more lenient and understanding. Sometimes its hard to live off of what is left after they take child support out. They change workers so often, then you have to start all over with another worker. Two years is when I started asking for modification and recently changed workers and I still haven't got any modification. I don't get to even talk to my kids as their mom doesn't let me speak with them. I've been paying for a child that isn't even mine, I started to go through paternity test from Wisconsin, and they had me paying child support. Then they stopped pursuing child support for this child, apparently, the ex, the mother had left the area.		34 year old Hispanic male in Out of State using program(s) X
	They could probably not have them. They are a deficit and especially giving out taxpayers money to do surveys.	I only called in and did the survey to stop the phone calls and messages to the number you have been calling. If I were to win the drawing, I would donate it to a food bank in the area.	51 year old Caucasian male in Western Washington using program(s) X

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
I like my caseworker because he responds immediately.			6 year old Asian American/Pac Isl male in Western Washington using program(s) M
I like that they are specific on one child in each specific case.	They could respond quicker on serious issues. They could improve on updating the current paid child support. They report to the credit bureau when people are behind. My credit report is bad because it takes that long for DCS to process the payment and I pay in on time. And I should be in good standing, but because it takes so long to process I have a bad credit report.	Prior to 2 years ago, I felt like I was treated unfairly, because they took out a set amount and I didn't get any input. When I was paying \$500. a month support I was only getting \$11.00 per hr. earnings. I got a letter to do a modification, but I didn't do it because I thought they may raise it even higher. DCS collected over \$11,000. 2 yrs ago, because they calculated child care included, but my daughter's was over child care age. I suffered financially to pay this support that was not correct, and there is no way I can recover. That was from 1998 to 2007 and daughter was not in daycare all this time.	38 year old Hispanic male in Eastern Washington using program(s) X
They are professional and they do take time to listen.			36 year old Caucasian male in Out of State using program(s) X
Medical help for the children is great.	Nothing. I don't know.	No.	8 year old Asian American/Pac Isl female in Western Washington using program(s) M
There is a record of my situation.		I appreciate the work that DSHS does.	31 year old Caucasian male in Out of State using program(s) X
They helped me with medical, food stamps and cash when we needed it.	Nothing.	No.	49 year old Caucasian male in Eastern Washington using program(s) E
They work very quickly for me.	They did everything just right for me.		34 year old Caucasian female in Western Washington using program(s) E
They have been helpful for me and they have dealt with me pretty well.	They could maybe make the income requirements a bit higher. I know a couple that could really use food assistance, but their Social Security income makes them ineligible.		55 year old Caucasian male in Western Washington using program(s) E
They have covered all my medical needs and I have never been given a hard time or question me about the services.	Not much. Nothing.	No I don't.	7 year old Hispanic male in Western Washington using program(s) M

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They have helped us with our medical expenses.	Send the medical coupons before the first of the month because if the first falls on a weekend then we don't have the coupon to use if needed. It would be more helpful if the letters were clearer and stated if we were still eligible for assistance or not when your income increase or decreases.	No, I don't think so.	1 year old Caucasian female in Western Washington using program(s) M
They have easy access in Seattle area.	Mainly just realize that people have different circumstances or different goals, and WorkSource may not be helpful to each and every client (i.e., those with college degrees, etc.) My wife feels like the workers treat her like a dead beat.		43 year old Caucasian male in Western Washington using program(s) E
	They could have better attitudes. When we ask for help, instead of being rude or disrespectful, they could treat us better, instead of looking down on you because you need help. It would be nice if you could get help when you need it, instead of being turned down, they look at your gross earnings and that is not what we get.		12 year old Caucasian female in Eastern Washington using program(s) M
That they give medical for kids.	We are having a real hard time right now, maybe get some food stamps. We apply every 6 months, but we work part-time, and still can't get food stamps.		2 year old Hispanic male in Western Washington using program(s) M
They are very friendly.	They could shorten the wait time when you go to the CSO, I have waited for about 5 hours before.		19 year old Caucasian female in Western Washington using program(s) CEMX
They are quick, reliable and help me with my food stamps.	Nothing.	No, that's it.	24 year old Hispanic male in Western Washington using program(s) EHX
They have provided me with medical coupons for my children and also services with Development Disabilities.	Nothing that I can think of.	Nope.	10 year old Caucasian male in Western Washington using program(s) CDM
They provide with resources to get help for my nephew.	Nothing.	None.	43 year old Caucasian female in Western Washington using program(s) CZ
They are always very helpful and always willing to explain things when I ask questions. They have provided my parents with medical coupons and food stamps.	Nothing Everything is good.	The survey was completed with daughter [Name Redacted] who lives with her parents.	78 year old Asian American/Pac Isl female in Western Washington using program(s) AEM

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They help me a lot.			5 year old Asian American/Pac Isl male in Western Washington using program(s) M
They sometimes can be fast and accurate.	Sometimes they are not very efficient.		26 year old Caucasian female in Western Washington using program(s) M
They have provided me with medical coupons and food stamps and also helped me with my daily chores.	When you call on the phone it needs to be easier to get your answer and be shorter. You should not have to go through that many steps and buttons to get an answer.	None.	40 year old Caucasian male in Western Washington using program(s) AEHM
I've been treated real well here at the office in Aberdeen. The food assistance has been a real benefit.	It would be nice if it was less complicated during review time. We get a letter at review time, and maybe a child misplaced a letter for example, and then in a couple weeks, we get a termination letter. At which time we have to start the application process all over again.		48 year old Caucasian male in Western Washington using program(s) EMX
From what little I have dealt with them it has been pretty easy.			48 year old Caucasian male in Western Washington using program(s) X
They respond pretty quick. The workers don't hesitate if the workers determine I was qualified for any services.	My children have medical, but my wife could use medical coverage as she needs it.		33 year old Caucasian male in Eastern Washington using program(s) EMSZ
They are willing to work with you if you go in and talk to them.	They could just be a little bit more sympathetic to different peoples' situations.		45 year old African American male in Western Washington using program(s) X
I like how well the COPES lady handled the client's husband in order to provide services for the client. They also provide medical coupons for me.	Nothing.	No, I guess not.	89 year old Caucasian female in Eastern Washington using program(s) AM
They have kept track of the support payment that I have made.	Nothing.	Nope	53 year old Caucasian male in Out of State using program(s) X
Really nothing.	Listen better and hear the peoples' requests.		44 year old Hispanic female in Eastern Washington using program(s) CEZ
They provide knowledge about all the programs to fit specific needs.	With mental patients, they should involve family members with confidentiality.	I just want to reiterate how important it is to involve family members or close friends with mental health patients and issues.	27 year old Caucasian male in Western Washington using program(s) AEHMS



What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
Nothing.	Stop making every Dad feel like a deadbeat and like a criminal. The caseworker at DCS wouldn't listen to what I had to say (a female), I could tell she was partial to other females having children. I requested to speak to a manager and complained about my caseworker. I wanted another one, but I was told that would be my caseworker.	I was laid off from work in 2003 and I was still made to pay my full child support without any help from the state with help for a lawyer. I was denied food stamps (I was taking loans out for the child support). I couldn't afford to eat or get need medical treatment for myself.	40 year old Caucasian male in Western Washington using program(s) X
In the early 80s, I was very satisfied with DSHS services; quick service and quick turnaround. But, lately I think their service has really taken a hit and has gone downhill.	Well, I know that there are economic problems and never enough funds to do what they want. Their services are slow, information and action is very slow. If they could speed up the process, it would be a great improvement.		46 year old Caucasian male in Western Washington using program(s) VX
When I needed help I was able to get it fast. They have provided me with medical coupons, cash and food stamps.	Some of the staff could be a little more understanding. When I was in WorkFirst they called me out and made me feel like a fool and then I did not want to go back into the class.	No, that's much is it.	25 year old Caucasian female in Western Washington using program(s) EMSZ
Nothing.			56 year old Caucasian male in Western Washington using program(s) C
Nothing. I like the fact that Support Enforcement keeps an account of the amount of money that I pay and that I owe.	My support enforcement officer is never in the office and it would help to be able to communicate with him better. He never calls me back and I get the staff which does not have information on my case.	Nope.	36 year old American Indian male in Western Washington using program(s) VX
They have helped when I needed it.	Nothing.	No. Thank you.	34 year old African American female in Western Washington using program(s) Z
I like the fact that it was easier to get the services back in the early 1990's, but now it's harder to get services, because some people have abused the system.	When they have individuals apply for services - please look at previous files and ascertain if people are abusing the system or actually need the services for what they are set up for (for a short-term basis).	I think it's a good idea that you have this survey and ask people the questions.	34 year old African American female in Western Washington using program(s) EHMZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
<p>If DSHS encompassed only my private doctor, Dr. Johanna Wang, she is superb at what she does and listens very deeply. She goes out of her way to ensure that her patients are treated with the utmost respect.</p>	<p>I would like DSHS caseworkers to have some personality or bedside manner classes. Maybe they are so overworked or calloused that they don't give a crap. I have sat and waited for my social worker to complete paperwork and I can hear what is going on around me with other DSHS staff and DSHS clients. The rudeness that is being handed out by the shovel full to clients is awful! I think it is ridiculous that I have to be suicidal to get any kind of mental health coverage. I was kidnapped and beaten for three days, drugged, etc. DSHS wouldn't allow any mental health treatment at all after this horrible experience. I needed dental work since they punched me in the jaw and loosened several of my teeth. DSHS wouldn't give me dental care. I called absolutely every dentist in the Monroe, Everett, Marysville, Seattle area and couldn't find a dentist to care of me! They don't want to take medical coupons! I was told that as a DSHS client, I must call in 6 to 8 weeks in advance for OBY-GYN work. The medical service is terrible.</p>		<p>45 year old Caucasian female in Western Washington using program(s) M</p>
<p>I like it when they help me. They have provided me with food stamps and medical coupons.</p>	<p>Be more available by phone for communication with the clients.</p>	<p>No, I don't.</p>	<p>47 year old Caucasian male in Eastern Washington using program(s) EMSV</p>
<p>They have an account of the child support paid and owed.</p>	<p>They need to be more accountable for the client and when proof is presented to the office they need to consider it or check into it more thoroughly. When a person is unemployed or laid off because of lack of work and claiming unemployment benefits, support enforcement should adjust the amount of support owed so that the unemployed person can live.</p>	<p>I do not.</p>	<p>29 year old Hispanic male in Western Washington using program(s) X</p>
<p>They have helped me out with my medical needs.</p>	<p>Nothing.</p>	<p>Nope.</p>	<p>18 year old American Indian female in Western Washington using program(s) CM</p>
<p>I feel like I have not dealt with them directly, but I dealt with folks at the school system. But, we would love to know what is available from the DD program.</p>	<p>Provide more information about available service to DD clients and how to receive them.</p>	<p>I still would love more info regarding DD services, [Name Redacted] isn't in the school system any longer and we don't have access to DD information.</p>	<p>4 year old Other Race male in Western Washington using program(s) D</p>
<p>I've always been treated really well by DSHS.</p>	<p>Caseworker said to come into the office and apply rather than doing it on-line. Things would be better if we could do it on line.</p>		<p>12 year old American Indian female in Eastern Washington using program(s) E</p>

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They do their job.			44 year old Caucasian male in Eastern Washington using program(s) SX
They provide medical for my children.	They could provide more Spanish workers.		29 year old Hispanic female in Western Washington using program(s) M
They are helpful and courteous.	They could be much better at listening.		17 year old Caucasian female in Eastern Washington using program(s) EM
They have provide me with an account of the amount of support paid and owed.	Nothing.	Nope.	42 year old American Indian female in Out of State using program(s) Z
They have provided me with medical coupons and food stamps.	Have the phone so that you do not have to take 20 minutes to get answer. Make it so that you have more options to be able to speak to a real person. Real people are always nice.	No. Everything is great.	27 year old Caucasian female in Western Washington using program(s) M
They are there to help when you need them. They have provided me with medical and food stamps.	Have the staff be a little friendlier.	Nope, that's all.	27 year old Caucasian female in Eastern Washington using program(s) E
They have provided me with services like medical coupons and food stamps, and I am thankful for that.	The child support office needs to improve the system as to collecting child support from another state.	No.	36 year old Hispanic female in Western Washington using program(s) CEHMZ
It is easy and simple if you follow the rules.	Pay closer attention on who they provide services to as there are a lot of people that scam the system.		20 year old Other Race female in Western Washington using program(s) CEMZ
	The child support costs \$500 a month, but I have my kids 5 days a week.		28 year old Caucasian male in Western Washington using program(s) SX
They keep an account of the amount of payments that I make to pay my support. They have also been helpful in letting me change the date that I pay the payments.	Be more flexible on the payments.	No.	43 year old Hispanic male in Eastern Washington using program(s) X
They have provided me with the benefits that I need.	Ask direct questions and understand that the person is human and not just a number on the paper.	No. Not really.	46 year old Caucasian female in Eastern Washington using program(s) EM
They have helped me with my medical and food stamps and drug and alcohol treatment.	Needs to have more dentists that accept medical coupons for dental services.	No.	26 year old Caucasian female in Western Washington using program(s) EMSZ

What does DSHS do well?	What could DSHS do better?	Additional Comments	Client Characteristics*
They were very informative.	Follow-ups at times would be helpful.		47 year old Caucasian male in Western Washington using program(s) X
	Train their employees better.		28 year old Caucasian female in Western Washington using program(s) CHVZ