

**DWS LCT SERVICES:**

**EXPLORING THE CUSTOMERS' EXPERIENCE**

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## **DWS SOCIAL WORKER/LCT SERVICES: EXPLORING THE CUSTOMERS' EXPERIENCE**

### **INTRODUCTION**

Since the creation of the Department of Workforce Services (DWS) in July 1997, all aspects of the provision of social work services have been in flux. Changes in DWS leadership, philosophy and every day job descriptions have influenced the shape of the licensed clinical therapist/social worker position of today. Such challenges are not unique to Utah, or even to social worker services in the light of welfare reform.

Since the passage of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) and the creation of the Temporary Assistance to Needy Families (TANF) program, many states have struggled to determine the type of skills and training necessary for front line workers. While many clients were still clearly in need of social work services, funding and the shift in focus of the TANF program challenged welfare agencies to determine what was both necessary and feasible. While the long term goal of PRWORA may have been to reduce dependency on government benefits, the short term mandate was to move people into employment.

Conflicting agendas between PRWORA and the organizational structures of the new welfare agencies often do not support, and in fact impede, success (Sherman & Wenocur, 1983; Hasenfeld, 2000). Welfare recipients were not the only ones affected by changes in the welfare system. "Social workers employed in public agencies are caught in a number of disempowering organizational binds concerning the provision of services to clients in times of fiscal restraint (Sherman & Wenocur, 1983)."

In an effort to bridge the policy and practice gap, some states have reintroduced a traditional model of social work service delivery. "Old fashioned" social workers were primarily trained to identify client needs and link them to appropriate services. Some states have adapted this original training to the new welfare system so that social workers serve as facilitators between the old entitlement system and the new "get off your duff and work" system (Nguyen, 2000).

In the fall of 2002, the Director of Social Work Services, Dan Thornhill, requested that the Social Research Institute include a review of social work services in a study of DWS customers who had been closed due to non-participation. It was thought that this group, having been through the conciliation process, were the most likely to have been referred to the DWS LCT/social worker<sup>1</sup> in hopes of discovering and reducing barriers hindering participation. Mr. Thornhill and a researcher from SRI developed a list of questions to learn more about the customers' experiences with the LCT.

The purpose of adding this particular group of questions was: 1) to identify the frequency of referrals and meetings with the LCT; 2) to better understand the specific elements which contributed to a comfortable or uncomfortable experience of meeting with the LCT; 3) to determine the frequency and effectiveness of referrals to outside agencies; 4) to evaluate the role of the LCT in barrier reduction and progress toward self-sufficiency. These questions will be evaluated for each of the three populations who were asked the questions focusing on their experiences with the LCT.

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<sup>1</sup> This term, LCT/social worker will be simplified to LCT for the duration of this report. However, both terms, LCT and DWS social worker, were used in administering the questions to help study participants identify to whom the interviewer was referring.

## METHOD

Data for the LCT questions were gathered during three separate studies. Data for the Non-participation (NP) study were collected between July 2003 and July 2004. For comparison purposes, the same set of LCT questions were administered to two additional groups. From October 2003 to July 2005, this information was gathered from former FEP participants who had their cases closed due to the time limit or the end of an extension (TL). From August 2004 to July 2005 current FEP recipients who had at one time had their case closed due to increased income (generally employment) and subsequently had their case reopened, were asked the LCT questions. This report presents data from all three groups.

Data for all three studies were collected in the same way: in-home, in-person interviews conducted by trained interviewers from the Social Research institute. (Additional information for the data collection process and study methods can be found in the individual reports presented to DWS and at <http://www.socwk.utah.edu/sri/publications.asp>.)

While these data were collected in the context of several different studies, the LCT questions were always presented with a unique introduction. The introduction was structured to help the participant “place” the social worker in their mind (if they were able) before continuing with the specific questions. The interviewer would introduce this set of questions using these (or similar) words:

“Each DWS office or area has a worker they call the LCT (Licensed Clinical Therapist) or social worker. The next set of questions are about any connections or experiences you might have had with the LCT or social worker from DWS.”

It was also important to help the participant distinguish between connecting with the LCT in the context of a conciliation meeting or extension staffing and a one-on-one counseling, assessment or evaluation session. The data in this report focuses on the respondents’ experience during the one-on-one type sessions.

## FINDINGS

### Description of Respondents

Respondents from the three different groups show similarities and differences in a variety of areas.

**Demographics:** Table 1 presents basic demographic information regarding respondents in all three studies. For each study the demographic information is given for the full study population and again only for those who were referred to *and* spoke individually (at least once) with the LCT. As this data are analyzed, several important areas surface.

In general, women are slightly more likely to be referred for LCT services than are men. Men were also slightly less likely, after being referred, to actually meet with the LCT. Race also makes a difference. Table 1 results seem to indicate that Whites are more likely to take advantage of LCT services, but when looking at referral rates it is clear that Hispanics and African Americans are less likely to have been referred to the LCT. Once referred, Hispanics are equally as likely as Whites to actually attend a meeting with the LCT. African Americans are significantly *more* likely to attend such a meeting.

There were no significant differences found relative to marital status, education or even the relationship with the case worker. There are also few differences regionally, although, while respondents were all referred at a similar rate, none of the Returners in Mountainland region who

had been referred actually met with the social worker. Responses as to “why not” did not reveal any particular trend.

**Table 1: Profile of Respondents**

RESPONDENT CHARACTERISTICS	Non-Part. ALL N = 292	Non-Part. LCT N = 83	Time Lim. ALL N = 1053	Time L LCT N = 358	RETURN. ALL N = 176	RETURN. LCT N = 39
Average Age	29.0 yrs (19 - 62)	29.0 yrs (19 - 50)	32.6 yrs (20 - 68)	32.1 yrs (21 - 56)	29.0 yrs (19 - 54)	29.0 yrs (20 - 48)
Gender	96% female 5% male	96% female 4% male	96% female 4% male	97.5% feml 2.5% male	94% female 6% male	100% female
Race/Ethnicity:						
Hispanic	48 (16%)	11 (13%)	243 (23%)	47 (13%)	31 (18%)	4 (10%)
White (non-Hispanic)	204 (70%)	60 (72%)	653 (62%)	245 (68%)	123 (70%)	31 (80%)
Black (non-Hispanic)	7 (2%)	2 (2%)	42 (4%)	14 (4%)	9 (5%)	---
Native American	12 (4%)	2 (2%)	42 (4%)	16 (5%)	5 (3%)	1 (3%)
Asian - Pacific Islander	4 (1%)	2 (2%)	10 (1%)	4 (1%)	3 (2%)	1 (3%)
Other	4 (1%)	---	7 (.7%)	2 (.6%)	2 (1%)	1 (3%)
Mixed Race	13 (5%)	6 (7%)	56 (3%)	30 (8%)	2 (1%)	1 (3%)
Marital Status						
Married	29 (10%)	8 (10%)	97 (9%)	30 (8%)	13 (7%)	3 (8%)
Separated	51 (18%)	14 (17%)	175 (17%)	48 (13%)	25 (14%)	7 (18%)
Divorced	74 (25%)	22 (27%)	301 (29%)	113 (32%)	50 (28%)	11 (28%)
Domestic Partnership	48 (16%)	14 (17%)	135 (13%)	48 (13%)	10 (6%)	1 (3%)
Single - never married	89 (31%)	25 (30%)	328 (31%)	116 (32%)	77 (44%)	17 (44%)
Widowed	1 (.3%)	---	17 (2%)	3 (.8%)	1 (.6%)	---
Education						
High school diploma	131 (45%)	38 (46%)	433 (41%)	161 (45%)	97 (55%)	22 (56%)
GED	55 (19%)	16 (19%)	216 (21%)	76 (21%)	36 (21%)	9 (23%)
No HSD or GED	106 (36%)	29 (35%)	404 (38%)	121 (34%)	43 (24%)	8 (21%)
Average # yrs completed	11.5 yrs	11.5 yrs	11.3 yrs	11.5 yrs	11.8 yrs	11.7 yrs
Relationship with employment counselor						
Excellent	21 (7%)	7 (8%)	306 (31%)	121(34%)	65 (37%)	16 (41%)
Very Good	35 (12%)	8 (10%)	197 (20%)	68(19%)	35 (20%)	9 (23%)
Good	81(28%)	24 (29%)	218 (22%)	68 (19%)	31 (18%)	8 (21%)
Fair	69 (24%)	26 (31%)	148 (15%)	48 (13%)	26 (15%)	4 (10%)
Poor	86 (30%)	18 (22%)	135 (13%)	53 (15%)	16 (9%)	2 (5%)
Region	Central	101 (35%)	27(33%)	535 (51%)	190 (53%)	86 (49%)
	Eastern	12 (4%)	3 (4%)	61 (6%)	27 (8%)	8 (5%)
	Mountainland	66 (23%)	18 (22%)	88 (8%)	21 (6%)	18 (10%)
	North	89 (31%)	25 (30%)	295 (28%)	93 (26%)	52 (30%)
	Western	24 (8%)	10 (12%)	74 (7%)	27 (8%)	12 (7%)
						4 (10%)

**Table 2: Barriers to employment**

BARRIERS	NP ALL N = 292	NP LCT N = 83	TL ALL N = 1053	TL LCT N = 358	RET ALL N = 176	RET LCT N = 39
<b>Mental Health</b>						
-“fair” or “poor” indicating a mental health problem	98 (34%)	33 (40%)	412 (39%)	173 (48%)	47 (27%)	16 (41%)
- Has been diagnosed with mental health issue	131 (45%)	45 (54%)	539 (51%)	228 (64%)	131 (45%)	19 (49%)
- CES_D - Depression indicated	161 (55%)	57 (69%)	601 (57%)	232 (65%)	81 (46%)	19 (49%)
- Screen positive for PTSD	27 (9%)	11 (13%)	NA	NA	12 (7%)	7 (18%)
- Screen positive for anxiety disorder	44 (15%)	22 (27%)	NA	NA	20 (11%)	6 (15%)
<b>Abuse History</b>						
Physical abuse before 18	99 (34%)	32 (37%)	451 (43%)	175 (49%)	51 (29%)	14 (36%)
Physical abuse after 18	154 (53%)	43 (52%)	650 (62%)	245 (69%)	80 (46%)	20 (51%)
Sexual abuse before 18	104 (36%)	29 (35%)	444 (42%)	176 (49%)	60 (34%)	21 (54%)
Sexual abuse after 18	48 (16%)	14 (17%)	278 (27%)	109 (31%)	22 (13%)	7 (18%)
Emotional abuse before 18	150 (51%)	50 (60%)	580 (55%)	226 (63%)	75 (43%)	25 (64%)
Emotional abuse after 18	189 (65%)	61 (74%)	732 (70%)	276 (77%)	94 (53%)	25 (64%)
<b>Physical health</b>						
- fair to poor	100 (34%)	29 (35%)	453 (43%)	1 (45%)	58 (33%)	15 (38%)
<b>Poor work history</b>	48 (16%)	15 (18%)	230 (22%)	86 (24%)	11 (6%)	4 (10%)
<b>Has been diagnosed with learning disability</b>	51 (17%)	16 (19%)	219 (21%)	83 (23%)	30 (17%)	8 (21%)
<b>Considered cutting down on alcohol in past year</b>	34 (12%)	13 (16%)	103 (10%)	43 (12%)	15 (9%)	1 (3%)
<b>Considered cutting down on drug use in past year</b>	27 (9%)	8 (10%)	85 (8%)	47 (13%)	8 (5%)	3 (8%)
<b>Severe domestic violence:</b>						
In past year:	47 (16%)	17 (21%)	143 (14%)	62 (17%)	12 (7%)	5 (13%)
Ever in lifetime:	197 (66%)	59 (71%)	720 (68%)	266 (74%)	90 (51%)	23 (59%)

**Barriers:** In addition to comparisons with demographic information, barriers to employment were also evaluated relative to each study group. Table 2 provides information regarding barriers potentially connected with referral to the DWS LCT. Several areas of mental health were evaluated including self-report on the current mental health status, prior mental health

diagnosis and evaluations for the potential presence of depression, anxiety and PTSD. In all indicators for all groups, those who were referred to the LCT and who attended at least one session were more likely to have mental health issues.

Factors which can significantly effect mental health status were also reviewed. Abuse (physical, sexual and emotional) both before and after age 18 was assessed. These types of abuse were least prevalent in the Returner sample, higher in those closed NP and most present in those closed TL. In each study, respondents reporting these issues were more likely to be referred but, once referred, were consistently less likely to ever meet with the LCT. Similar results were found among respondents screening positive for PTSD or anxiety. Other barriers, including physical health issues, poor work history, and a learning disability did not occur at a higher rate in those met with the LCT at some time in their DWS experience.

Well before the initiation of any of the studies analyzed here, the “CAGE” and “TALE” questions have been used as “triggers” to initiate LCT referrals. This “pathway” could potentially impact the referrals in two areas: domestic violence and alcohol or other drug use. In regards to domestic violence, this barrier was indeed more prevalent in those met with the LCT. However, those who expressed personal concern with alcohol and/or other drug use in the past year were not significantly more likely either to be referred to, or to visit with the LCT.

Overall, this information reflects a connection between specific barriers to employment and referrals to the LCT. As we shall see in a moment, some respondents did not follow through even when barriers were present as they were already receiving counseling. Also, referral to the LCT did not always translate into participation in a session with the LCT.

### **Experiences with the LCT**

The descriptive information above clearly indicates that many FEP recipients display characteristics and personal life issues which could lead to referral to the LCT. All study participants were asked if they had any recollection of their employment counselor discussing, describing or in any way referencing the LCT. As outlined in Table 3, less than half the respondents in any group remembered hearing about such a person. A slightly smaller group in each study remember the role of the LCT being explained to them.

**Table 3: General Knowledge of DWS LCT**

<b>Question</b>	<b>NP N = 292</b>	<b>TL N = 1053</b>	<b>Returner N = 176</b>
Do you remember employment counselor ever talking about the DWS LCT/social worker?	131 (44%)	507 (48%)	79 (45%)
Was the role of the DWS LCT/Social worker explained to you?	118 (40%)	467 (44%)	73 (42%)

Respondents in each study were asked if their employment counselor had suggested that the customer meet with the LCT. Consistent with the prevalence rates of barriers, those closed due to TL were most likely to have been referred to the LCT while Returners were least likely to be referred (See Table 4). Upon referral, those TL respondents were much more likely (82%) to actually meet with the LCT than were those closed NP (69%) or Returners (52%). For those who

were referred but did not meet with the LCT, the most common reason stated was simple lack of interest in participating in such a meeting. Another portion of respondents reported they were already in counseling. Another important issue involved how the meeting was scheduled.

In each study at least two thirds of the respondents reported that the employment counselor had scheduled the meeting (See Table 5). While this method of scheduling worked for some folks, others felt their own scheduling needs were discounted. Many respondents juggle a variety of appointments with doctors, teachers, courts, therapists and other agencies. They must also consider availability of child care and transportation. As one person said, "My schedule was way hard since I had to work around my mother's medical visits, so it would have been easier if I could have talked with the LCT to set it up." Another respondent noted, "They think your schedule is free just because you don't have a job and they can just set any time they want." When a letter simply arrives in the mail, there is no guarantee the customer will be able to attend. This was another important reason why a good number did not ever meet with the LCT as suggested.

### **Non-referral Group**

Those who were never referred to the LCT were asked if they felt such a referral would have been helpful. In each study group, many participants felt such a referral would have been helpful (See Table 4). Most who never received a referral to the LCT also never asked for one, typically, because they were unaware this resource was available. Only a very small number indicated they actually asked for such a resource and it was not offered.

**Table 4: Recommendation to see DWS LCT**

	<b>NP N = 292</b>	<b>TL N = 1053</b>	<b>Returner N = 176</b>
<b>Did the employment counselor ever suggest you meet with the DWS LCT/social worker?</b>	120 (40%)	438 (42%)	66 (38%)
<b>IF YES:</b> Did you ever meet with the DWS LCT/social worker? <b>YES</b> (Go to Table Q below) <b>NO</b> <b>If no, why not:</b> Not really interested in doing it Already in counseling and didn't want to Unsure what it was about/uneasy Time schedule never worked out Calls not returned/never heard from them (Comments: attachment 1: pg. 28)      Other	83 (69%) 38 (31%)	358 (82%) 80 (18%)	39 (52%) 28 (42%)
<b>IF NO,</b> Do you think a referral to the LCT/social worker would have been helpful? <b>YES</b> (NO: see comments pg. 29) <b>If yes</b> , did you ever ask for such a referral? <b>YES</b>	97 (55%) 4 (4%)	265 (43%) 17 (6%)	39(35%) 1 (3%)

## LCT Referral Group

For those who actually met with the LCT, 60% or more of the respondents from each group reported meeting just once or twice with the LCT (See Table 5). Those closed TL tended to have a slightly higher average number of visits than the others. Returners were most likely (90%) to report feeling comfortable discussing issues with the LCT. The comfort level was lower for those closed TL (73%) and NP (66%). Respondents were asked to describe in more detail what made the experience either *comfortable* or *uncomfortable*. Many interesting insights were provided. In general, responses to this question were focused in three areas: the respondent's own level of internal comfort with talking about personal issues, characteristics of a particular LCT and the overall purpose of engagement with the LCT.

*Internal Comfort:* For some respondents, “discomfort” in discussing issues with the LCT was rooted in the customer’s own view of the therapeutic process. Obviously, this is not an issue unique to DWS, but common to all counseling/therapeutic environments. Some respondents were able to articulate the source of their internal discomfort. As one person said, “I’m not a very trusting person, past abuse issues prevent me from trusting others.” Another respondent admitted, “I trusted my employment counselor more. Maybe I didn’t give the social worker a chance.” Several respondents were uncomfortable with the personal nature of the questions which were asked, and were unsure how the information was to be used. One person said, “She asked me lots of deep questions about past alcohol problems. I was afraid I’d end up in trouble or something.” While an LCT can not control the customers’ internal barriers, study respondents provided valuable suggestions that highlight what contributes to a more comfortable experience.

*LCT characteristics:* The LCT “listened to me,” “encouraged me,” “made me feel understood,” “didn’t judge me or put me down,” were some of the most common phrases used by respondents to describe a “comfortable” experience with the LCT. Some noticed small touches which added to the positive experience, such as:

- ✓ “She remembered my name.”
- ✓ “She had read my file previous to our appointment”
- ✓ “He looked at you”
- ✓ “He took his job personally, I could tell he cared.”
- ✓ “She talked with you about your situation, not at you.”
- ✓ “He made me feel like I was somebody.”

The experience of being treated with respect was often different than the respondent’s typical experience at DWS or with other agencies. When it happened, it was very much appreciated.

Gender was mentioned both as a positive and a negative factor for various respondents. There were many positive comments which referred to the LCT as male, thus it would not be appropriate to say that overall, respondents had negative experiences with male LCTs. But, when noting specifically that their counselor was male it was usually to explain why the experience was uncomfortable. For example:

- ⇒ “He was willing to listen and that was good but he was a male and that was very hard talking about domestic violence.”
- ⇒ “I’m not good at telling others my feeling, it was a man, I couldn’t tell him about all the stuff that had happened to me, a woman would have been different.”
- ⇒ “I was just not comfortable talking with a man, it would have been easier with a

- woman counselor.”
- ⇒ “I hate men! He was younger than me and acted smarter than me, and it just isn’t the case. He just made me feel dumb.”

**Table 5: Experiences with DWS LCT**

<b>Those who DID meet with LCT/social worker</b>	<b>NP N = 83</b>	<b>TL N = 358</b>	<b>Returner N = 39</b>
How was this meeting scheduled?			
Received letter in the mail with meeting time	3 (4%)	15 (4%)	1 (3%)
LCT/social worker called and set it up	9 (11%)	40 (11%)	3 (8%)
E. C. set it up and let me know	56 (68%)	249 (70%)	32 (82%)
Meeting time was set when referral made	1 (1%)	16 (5%)	1 (3%)
Don’t remember	1 (1%)	9 (3%)	1 (3%)
(See Attachment 1: pg. 17)   Other	12 (15%)	29 (8%)	1 (3%)
Did you find that to be a good way of scheduling the meeting? (See Attachment 1: pg. 17)	63 (77%)	285 (81%)	32 (82%)
About how many times did you meet?			
Average number of meetings	3 visits	4 visits	2 visits
Once	43 (52%)	132 (37%)	19 (49%)
Twice	9 (11%)	83 (23%)	10 (26%)
Maximum number of meetings	24 visits	100 visits	5 visits
Did you feel comfortable discussing problems/issues with the LCT/social worker? (Comments: see attachment 1: pg. 18)	55 (66%)	262 (73%)	35 (90%)
To what degree did the LCT/social worker help you <i>deal with your barriers to working?</i> (Comments: attachment 1: pg.23)			
Completely	14 (17%)	73 (20%)	10 (26%)
Mostly	19 (23%)	77 (22%)	11 (28%)
Somewhat	16 (19%)	83 (23%)	10 (26%)
Not at all	34 (41%)	125 (35%)	8 (21%)
Please rate your <i>overall experience</i> with LCT/social worker? (Comments: attachment 1: pg. 26)			
Excellent	22 (27%)	96 (27%)	15 (39%)
Very good	11 (13%)	76 (21%)	10 (26%)
Good	24 (29%)	77 (22%)	13 (33%)
Fair	13 (26%)	62 (17%)	---
Poor	12 (15%)	47 (13%)	1 (3%)

There were also instances where being a female LCT was noted specifically as an important attribute:

- ☒ “She was female and I needed that...she is the first person I ever opened up to about

- my past and everything.”
- ☒ “She was easy to talk to especially because it was a female.”
  - ☒ “She’s down to earth, she doesn’t have sympathy but empathy she understood as a single woman herself.”
  - ☒ “I felt like I could trust her. She was pregnant also.”
  - ☒ “She is a woman and I could talk to her, she talked to me straight up.”

Some of these positive feelings came, not only from the LCT being female, but because of shared experiences which helped the respondent feel understood. As indicated from the demographic and barrier information above, many respondents have had negative life experiences which effect their ability to engage in trusting relationships. Being cared for and not judged was a new and valuable experience. At times the overall process of engaging with the LCT supported this type of relationship, at other times it did not.

*Overall LCT process and confidentiality:* Study participants had a variety of levels of understanding of the entire LCT engagement process. Many were not really sure why they had been sent to see the LCT. Others went to the meeting with one set of expectations and were disappointed when these expectations were not met. Confusion over the purpose of the session led to misgivings about entering into the process with particular concerns regarding confidentiality.

Several respondents expressed discomfort in opening up about personal issues when they were unsure who might be privy to the information. As one person said, “she could have turned me in for using drugs and alcohol. I wanted help with my addiction not help getting my kids taken away.” Others spoke of personal experiences where they felt their own confidentiality (or someone else they knew) had been broken and thus they were not willing to engage further. Some examples of such experiences include:

- “Everything I say goes back to the state, so I didn’t feel like I could be honest about my issues.”
- “They let everyone know my business, nothing’s confidential.”
- “I was tired of telling my story over and over and he is known for sharing the personal stories of clients with other workers in the office. This is awful in a small town! I just kept things on the surface, I didn’t trust him at all.”

Given the level of mistrust already present in many respondents, such experiences are especially difficult and undermine the person’s ability to engage effectively with the LCT. Even the most effective LCT is often still viewed as a “DWS employee” first and a LCT second. And as one person said, “I don’t trust state workers period.”

### **Barrier Removal Assistance**

Respondents were also asked to describe the degree to which the LCT had assisted them in dealing with barriers to employment. For Returners, 54% said the LCT had assisted them “mostly” or “completely.” Results were lower for those closed TL (42%), and lower still for those closed NP (40%). (See Table 5) In one sense this could have been considered a “trick” question as it was unclear to many customers (and perhaps DWS personnel) whether “barrier removal” was part of the role of the LCT.

Recalling that most respondents only met with the LCT once or twice, many noted that their experience with the LCT was too brief to accomplish barrier removal. Others recognized that

their primary barriers were really not issues which the LCT could effect. As one person said, "How could she help with my Lupus?" Another person noted, "I'm undocumented, she couldn't help with that." These respondents understood (or at least believed they understood) the limitations of the LCT. Others were frustrated the LCT couldn't help them with barriers with which they expected the LCT should be able help including housing, schooling and "getting along" with their employment counselor.

Further confusion regarding the role of the LCT was expressed in the variety of ways the respondents viewed "listening." There were many who found "just listening" to be helpful to them. These respondents were glad to have someone interested in their story and not just trying to tell them what to do. For others this was not viewed as a tool for barrier removal, that the time with the LCT "just listening" seemed pointless or unproductive. "She just listened, didn't really provide any help." "For me talking about my issues didn't help what was preventing me from working."

The combination of "listening," followed by specific actions to address expressed needs, was generally the most effective process. As one respondent noted, "She heard what I was really struggling with. She filled in the gap in problems with the employment counselor and eligibility." Another person said, "He listened and explained all my options to me and I felt like some doors were opened." These successful experiences, combining therapeutic and case management services proved to be effective.

For some respondents, there were very specific issues needing attention. Addressing these issues made the difference in being able to move forward. One person said, "She found a way for me to get my meds. even though I didn't have medicaid." Another noted, "She opened my eyes to my drug issue and helped me get back on track." Sometimes the LCT must start from the very beginning. As one person said, "I didn't know I had barriers until I saw her. She helped me to identify what they were." In these cases, customers felt someone cared enough to listen to them as an individual and then provide a means for them to improve their current situation. Ultimately, leading toward employment.

## **Overall LCT Experience**

Finally, respondents were asked to rate their overall relationship with the LCT. A majority of respondents in each group reported a good to excellent relationship (See Table 5). Again, most respondents only visited once or twice with the LCT, but even the short encounter was usually positive. Responses to their question generally summarize the findings of the two previous questions. Feeling understood, cared for, and not judged were all important elements.

- ★ "I liked working with her. I think she does a very good job. She always returns my calls quickly and helped me with what I needed"
- ★ "He valued me as a customer, worked around my work schedule to meet with me"
- ★ "She understood I could not work right then and needed to get counseling"
- ★ "Just that he was awesome. I have a lot of respect for him. He understands confidentiality"

Often the negative feelings focused on the unmet expectation of being able to receive ongoing counseling from the LCT or of being able to focus on the customers perception of the issue. For example:

- ◊ "She was polite but the whole experience was pointless."

- “She didn’t seem to want to focus on what I needed to talk about she had an agenda.”
- “It was a waste of time, she lectured me on what I should do, instead of listening to me.”

Comments regarding the overall experience generally mirrored the level of comfort the respondent experienced in meeting with the LCT and the degree to which something productive came from the session(s).

## Outside Referrals

Given that one of the primary purposes of the LCT is to assess and refer customers to outside agencies, respondents were asked about their experiences with such referrals. Table 6 shows that about one quarter of the respondents were referred to an outside agency. Most who were not referred to an outside agency had not asked for such a referral. For those who were referred, most did meet with someone from the agency and found it to be helpful.

For many there was a great sense of relief in being able to finally deal with personal difficulties. As one person discovered, “It let me know that it wasn’t me that was crazy, it wasn’t me!” Many had never had any safe place to discuss long term issues. “It helped me get over a lot of the childhood tragedy that I never spoke of. It also helped me deal with issues my children are facing, and helped me with current issues.” Others found help being more self-reflective. “You get to see who you are and what you’re thinking. She let me see the good parts of me.”

There were those who did not find the experience at the referral agency helpful. Many of the reasons stated were similar to frustrations experienced with the LCT. Some found it too personal, some not intense enough. Lack of continuity was an issue with turnover in agency personnel and limits on the number of visits. Again, the barriers noted earlier indicate that many respondents have issues which might require more sessions than typically allowed. As one person noted, “They had me with a student. She didn’t know anything. When she left, they lost my file. I was more stressed knowing I had to meet with her. She uncovered a lot of things I never would have uncovered, but she wasn’t there to help me through it.”

**Table 6: Experiences with Outside Agencies**

Outside agency Referral	NP N = 292	TL N = 1053	Returner N = 176
<b>Was a referral ever made to an outside agency?</b>	75 (25%)	316 (30%)	40 (23%)
<b>IF YES:</b> Did you meet with someone from that agency? (Comments: see pg. 30)	YES 54 (72%) Was it helpful? YES 36 (68%)	269 (85%) 217 (81%)	37 (93%) 29 (78%)
<b>IF NO:</b> Did you ask for such a referral?	YES 7 (3%)	19 (3%)	3 (2%)

Interestingly, one difference between the difficulties working with the LCT and with an outside agency was the concern about confidentiality. No respondent indicated fear of information getting to the wrong people or creating negative consequences, even respondents in small towns.

On the contrary, several who spoke positively about the outside agency noted that engaging with someone outside DWS provided greater assurance of confidentiality. This was key to feeling comfortable engaging in the new environment.

## **DISCUSSION**

The findings of these studies represent a wide range of customer experiences as they engaged with the LCT and other elements of DWS. While individual experience are each unique, some common areas of note have surfaced.

### **The Face of the LCT to the Customer**

The demographic and barrier information provided here serves as a starting point for the discussion regarding engagement of customers. Serious physical and mental health issues as well as extensive abuse histories and recent abuse are regular elements of many customer's lives. Over the years, such issues have likely led to extensive involvement with professionals of every type from doctors to therapists, from Child Protective Services workers to law enforcement officials. These experiences influence a person's attitude toward meeting with yet another professional. It is little wonder that "trust" is a significant issue with many who are referred for services.

So how does one create a more trusting environment when working with someone within a public agency? An important first step is providing clear, timely and complete information regarding the nature and extent of the services available through the LCT. Many of the comments from study participants reflected misconceptions of the role of the LCT. This lack of understanding leads to unrealistic expectations and/or underutilization of the LCT. As one person said, "It was the first time we met and I was suppose to tell him my whole life story. Not!! In one meeting they were going to decide if I was looney, now that's crazy!" When the customer's expectations were not met they were disappointed, angry and frustrated.

There may be several sources of this lack of understanding. Perhaps the role of the LCT was well explained but the customer was not open to hearing about it. Perhaps the employment counselor was not sure of what the LCT could or should be doing but, in personal frustration in dealing with the customer, felt a referral might be useful. Perhaps the LCT or even the agency as a whole is struggling with articulating and communicating the role of the LCT. Wherever the breakdown in communication, defining the role of the LCT and the purpose of referrals to the LCT is an important step in helping customers. With a clear explanation of the purpose of a referral and what services a customer might expect to receive, the individual can make an informed decision about accessing these services.

A specific area of concern within the role of the LCT is confidentiality. When trust is already an issue, not understanding the definition or scope of confidentiality is a serious concern. When asked about feeling comfortable with the LCT one respondent said, "I did [feel comfortable] at first when I thought I could trust her. She shared all my information with the employment counselor and I stopped talking to her." Whether or not it was appropriate for the LCT to share the information with the employment counselor is not the issue. In this case, the customer did not know up front who would have access to information shared with the LCT. This was experienced as a breach of trust. If the primary purpose of the LCT is assessment and referral than informing customers of this may encourage them to be more open with their barriers. Customers would understand up front that engaging with the LCT would be short term and that they would be referred, as

appropriate, to an outside source for longer term assistance.

Differentiating the role of the employment counselor and the LCT helps customers feel more confident navigating the pathways of the agency. It gives them a better sense of what to expect when working with people in these different roles. Time demands on each group are great. Knowing the boundaries of one's responsibility within a certain position are important to everyone. In most cases, the LCT/social workers are trained to do precisely what front line caseworkers often are not, to identify a customer's barriers and link them to appropriate services (Nguyen, 2000). "Acting as a link between individual clients and the system, social workers could prevent clients...from falling through the cracks...they can offer hope which sometimes can mean more to a client trying to get her life in order than a GED class (Nguyen, 2000)." While this may be an ideal it is not necessarily realistic in the face of welfare reform and the focus on participation.

In the new system, LCTs can not do all this alone! Creating a system that trains front line workers to be more sensitive to the issues which many recipients face is an important key to success (Nguyen, 2000). It is the only way to move customers through the system in the time frame required by a 36 month time limit. This means LCTs modeling, educating and supporting front line workers in these efforts. Customers will be most likely to disclose barriers with the person who creates the most conducive environment for sharing such information. This theme surfaced repeatedly as respondents talked about experiences with the LCT and the agency as a whole.

While respondents spoke primarily about their own expectations and needs, there were also times when they spoke of the frustrations and limitations of their DWS workers which were imposed by a system outside their control.

### **The Face of the LCT to DWS**

While PRWORA may be nearing its 10 year anniversary, there is still an ongoing struggle regarding how to best serve TANF recipients. This is especially true for those who work with customers with the most barriers to employment. There are many mixed messages which leave workers, especially LCTs and others such as employment counselors, feeling caught in a series of double binds. These double binds encourage workers to perform a myriad of tasks while setting up systems which make accomplishing these tasks almost impossible. With welfare reform, these binds are often not developed at the state but at the national level. It is difficult to help customers become agents of change in their own lives when workers feel powerless within their own institution to influence policy, practice and the work environment (Sherman & Wenocur, 1983).

Some workers "manage" this double bind by placing all the blame on the customer, setting up an adversarial relationship between the good and the bad. Customers may experience this as harsh treatment directed at them, but in reality it is the worker's method of surviving. Other workers over identify with the customer as victims of the larger system. Both view "the system" as hindering them from experiencing success. This reality was expressed by respondents who spoke of their employment counselor or LCT as "doing everything they could but policy just kept getting in the way."

When an LCT or employment counselor feels overwhelmed in the double bind, and allows it to shape their views and attitudes, their work may suffer. The most effective workers are those who have been able to negotiate some space within their immediate environment where they are better able to serve the needs of their customers in a way that supports the value of their efforts and leads to positive outcomes (Sherman & Wenocur, 1983). From this middle ground an LCT can act both as a representative of the agency and as an agent for positive change.

To hold this middle ground there must be some sense that the agency values and is open to hearing what the LCT or employment counselor has learned from their unique perspective. As representatives of the agency on the front line, these workers have an experience which deserves attention. The agency must ask itself how much it values this front line experience and how willing it is to learn and make reasonable adjustments based on this experience. In this way the agency models to the worker the same empowerment it wants passed on to the customer.

## **CONCLUSION**

In gathering data for this study it was clear that the LCT is a valuable resource to many who receive services from DWS. As others have said, "There's some evidence that a good social worker can be the glue that helps make women...stick with jobs and start climbing up the economic ladder (Nguyen, 2000)." Much evidence to support this statement was uncovered in this study, both from those who had good experiences and those who did not.

DWS continues to develop and grow the LCT/social work services it provides to customers. Perhaps the voices of those who have experienced the system in the past will find a place in shaping the services provided in the future.

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## **Attachment 1: SAMPLE OF QUALITATIVE DATA**

### **LCT STUDY - NOVEMBER 2005**

#### **EXPERIENCE WITH SOCIAL WORKER:**

##### **25a. How was the meeting between you and the LCT scheduled? 6. Other:**

Client called to schedule: 16

- 6770 DWS had her visit with social worker instead of employment counselor.
- 6947 Eligibility worker.
- 6955 I could never get a hold of him for weeks.
- 6960 Client scheduled at front desk.
- 6992 Intake worker set it up for me.
- 7045 Supervisor set up after I got in a fight with employment counselor.
- 7204 Client was in a crisis when talking to the employment counselor. She met with the LCT that day.
- 7355 Client requested to see him, then the employment counselor arranged it.
- 7421 He got back to me a month later after I left him a message.
- 7534 Meeting was set up at extension staffing.
- 7571 Supervisor set meeting up.
- 7596 I was with my employment counselor and the therapist came in.
- 7632 The social worker came up to see me to check if I was okay and we set a meeting up.

##### **25aab. Did you find that to be a good way of scheduling the meeting?**

**If no, why not?**

- 6602 The letter got to the house the day before the interview. It was too late for client to change her schedule.
- 6641 Better to call or mail letter a little sooner and in advance
- 6739 They forced it on me and I didn't want to do it.
- 6750 She should have been more considerate of my time schedule.
- 6765 They wouldn't work around my schedule.
- 6939 She called and called and drove me crazy.
- 6952 They think your schedule is free just because you don't have a job and they can set any time they want.
- 7027 No, it needed to be sooner.
- 7092 She had no regard for my schedule.
- 7124 You have to work around their schedules.
- 7183 Because if it didn't work for me it didn't matter. I 'd lose my money if I didn't make it.
- 7191 One time she set it up while client was there and another time the worker set it up without consulting client. That was a bad way because it was scheduled on a day that didn't work for her.
- 7313 Employment counselor didn't ask what my schedule was like.
- 7379 My schedule was way hard since I had to work around my mother's medical visits, so it would have been easier if I could have talked with the LCT to set it up.
- 7405 I had to cancel 2 other meetings because they didn't check the time with me before setting it up.
- 7421 I was supposed to leave him a message and he never got back to me for a month.
- 7471 He missed our first 2 appointments. I was frantic.
- 7576 They figure you'll be there at the time they give you, but you have a different schedule.

**25aad. What made discussing problems/issues with the LCT/social worker comfortable or uncomfortable?**

- 6601 C - Her. She was real and gentle and caring and that helps. Warm person. She was a female and easier to talk to. I usually know who I will work good with.
- 6602 C - Helped with job leads - overcame anxiety about the job search.
- 6604 UC - There were certain things I could tell her but there were things that I was afraid to talk to her about because of her employment by the government. Confidentiality was a concern.
- 6605 C - I poured it all out to her.
- 6608 C - I have nothing to hide. She was trying to help me.
- 6620 UC - I trusted my employment counselor more. Maybe I didn't give the social worker a chance.
- 6622 UC - I kept my habit a secret. I didn't have much to say
- 6632 C - They were there to talk to because I was under a lot of depression.
- 6636 UC - He was bossy and thought he knew everything.
- 6642 UC - They got too personal it wasn't their business at the time.
- 6645 C - It was just nice for someone to listen.
- 6651 C - She related to my life and wasn't shocked/surprised.
- 6659 C - I needed help and was grateful for anything.
- 6667 C - He was a comfortable person, easy to talk to non-judgmental
- 6669 C - He made me feel like I was somebody. He tried to do what my employment counselor wouldn't do. He tried to help me deal with my employment counselor.
- 6670 UC - I didn't know him I wasn't ready to tell anyone I was using at the time.
- 6672 C - Her personality kinda matched mine.
- 6674 UC - I'm not a very trusting person - past abuse issues prevent me from trusting others.
- 6677 C - She knew how to deal with grief issues. She was great.
- 6679 C - She understood what I was going through and she listened to me.
- 6680 C - She was really open minded and informative. Really a good listener.
- 6684 C - Could trust him, he helps with the issues.
- 6685 UC - Because he was male and employee of DWS. He was one of "them" not supportive.
- 6687 C - Spoke Spanish, very understanding.
- 6694 C - He listened to me and gave me options.
- 6695 UC - Hard to talk with someone who had no idea where I was coming from, no real life experience with hard things.
- 6697 C - She was very nice to me, she understood my mental health issues.
- 6699 C - We talked about my kids, she was a mom and could relate.
- 6701 C - Knew him already - comfortable.
- 6707 C - Being at the home for the meeting, he was very outgoing and easy to get along with so I felt comfortable
- 6711 C - Didn't judge her, helped sort things out.
- 6729 C - Her office was relaxing and she was warm and caring.
- 6733 C - Made me comfortable - helped me feel like I could trust him.
- 6736 UC - everything - I'm not good at telling others my feelings, it was a man, I couldn't tell him about all the stuff that had happened to me, a woman would have been different.
- 6739 UC - They really couldn't understand my problems - they pretended they did, but they didn't.
- 6745 UC - I don't like sharing my problems and the social worker intimidated me. My mom went with me and even my mom was intimidated.
- 6750 UC - They let everyone know my business - nothing's confidential.
- 6757 C - She gave me advice and said that she had faith that everything would work out.
- 6758 C - Very kind, respectful.
- 6765 UC - They wouldn't sit and listen, asked too many personal questions.
- 6770 UC - She had the same goals and expectations as my employment counselor.
- 6775 UC - I felt like she was trying to state that I was an active drug user at that time and I wasn't.

- 6780 C - I talked to her. It was ok. I didn't know her.
- 6795 UC - Didn't know her, didn't trust her.
- 6806 UC - He had an attitude, he had no compassion at all.
- 6833 C - She is a woman and I could talk to her, she talked to me straight up, not ignorant either
- 6834 C - She was easy to talk to she was a female and that made a difference.
- 6835 C - She is open and honest but I get really defensive - she made me realize how I could rationalize everything away.
- 6839 C - She's down to earth, she doesn't have sympathy but empathy she understood as a single woman herself.
- 6841 UC - She kept trying to get me to tell her my baby's dad's when that was not my issue at the time.
- 6844 C - She treated me well, spoke Spanish.
- 6857 UC - She asked me lots of deep questions about past alcohol problems. I was afraid I'd end up in trouble or something.
- 6860 C - She was laid back and relaxed, she wasn't anal.
- 6862 UC - Not comfortable at the DWS office, I didn't understand what it was for.
- 6875 C - She's really nice, they're trained for that so they were more understanding than the employment counselor.
- 6877 C - She could turn me in for using drugs and alcohol. I wanted help with my addiction not help getting my kids taken away.
- 6880 C - I felt uncomfortable talking about the domestic violence at that time. But I felt safe that my husband wouldn't find out what I'd said.
- 6889 C - She cared, she enjoyed her job, helping people.
- 6890 UC - The counselor, she thought she was better than me.
- 6905 C - They didn't cut me off and interrupt - they tried to understand me.
- 6906 UC - She was judgmental.
- 6912 C - She got to know me first - didn't criticize me or put me down. She was supportive.
- 6924 C - She was really easy to talk to, even though I'm pretty guarded person usually.
- 6928 C - She was concerned about me, she wanted me to be comfortable.
- 6933 C - I found that the more I let them know what my problems were the more they could help me and find resources.
- 6937 UC - Walked in, she said "you don't have to talk to me, this is all your choice", so I got up and left.
- 6939 UC - She seems judgmental.
- 6944 C - I got clean and was being totally honest for once.
- 6947 UC - She said something she shouldn't have said: "if you'd stop having kids you'd stop having these problems."
- 6965 C - She as a good listener-she was really trying to find ways to help-I was really looking for help.
- 6992 C - She was just a real nice lady very resourceful.
- 6998 UC - I didn't know the therapist and didn't feel comfortable opening up to her.
- 6999 C - She listened and didn't make me feel less than her.
- 7002 C - Thought it would do some good and it would help.
- 7004 UC - In a way she didn't understand me, didn't feel comfortable talking about domestic violence & past.
- 7006 C - LCT was very kind and knowledgeable. She wasn't judgmental and talked with you about your situation, not at you.
- 7014 UC - She acted like she was too good. And didn't understand what I'm going through. All DWS workers are the same. I don't trust 'em.
- 7020 C - She was helpful in getting her a referral outside of DWS and didn't judge her for needing that or wanting that.
- 7021 C - She feels more comfortable talking to a stranger because she says she can trust them more and they won't judge her.
- 7026 UC - I didn't even want to go to the session. I didn't want to be there.
- 7033 C - She understood her needs and wanted to help her improve her situation and her attitude. The LCT had a positive attitude and was nice to her.

- 7034 UC - Too personal and didn't want to get that deep.
- 7045 C - I just knew it would help me. And I was hoping it would get me away from my employment counselor
- 7049 C - He took his job personally, I could tell he cared.
- 7051 C - It was easy to express myself with the social worker and even though we only met one time, she really listened to me talk about stuff.
- 7083 C - She was very open and personal with me—it made me feel comfortable about talking openly with her.
- 7092 UC - Because they weren't there to discuss my problems they were just trying to extend my case.
- 7105 C - She just listened, she didn't belittle me, very understanding. Went out of their way to get me the help I really needed.
- 7106 UC - She was very abrasive and judgmental.
- 7115 C - Her. She puts off a very friendly air. She's a very sweet lady. She's up front No hiding behind the bushes. She'd say exactly what I needed to do.
- 7118 C - Only 15 minute meeting she asked me a few questions and that was it, it was like an assessment or something.
- 7131 UC - I didn't feel comfortable with her and felt like there wasn't another option to see a different social worker.
- 7132 C - She explained confidentiality.
- 7145 C - She came to my home and that put me at ease.
- 7152 C - Because we were really trying to figure out why I couldn't get a job. He was supportive and nice.
- 7172 C - I felt like I could trust her. She was pregnant also.
- 7176 UC - I was afraid of what I would say to her. I was afraid about my drug problem and losing my kids if I told her.
- 7182 C - I felt she was a professional and knew what she was doing.
- 7183 UC - She has my file sitting there. I don't know her, I don't trust her. I felt very uncomfortable.
- 7185 C - I really liked her, she cared about my issues and cared about finding a good re-hab program for me.
- 7192 C - She was a non-assuming person, she didn't judge me. She was understanding.
- 7194 C - She was a comforting person. She didn't scare me at all and I could tell her how I was feeling.
- 7195 C - She was a wonderful lady. Her personality and her interest in knowing what was going on with me made it comfortable. She remembered my name.
- 7217 C - She seemed understanding and was willing to listen. I didn't feel she was there to judge me.
- 7224 C - I did at first when I thought I could trust her. She shared all my information with the employment counselor and I stopped talking to her.
- 7239 C - Because they were helping me deal with issues, referred me to trauma counseling.
- 7241 UC - Everything I say goes back to state, so I didn't feel like I could be honest about my issues.
- 7244 UC - Just don't trust state workers.
- 7249 UC - Me, I don't feel comfortable talking to anyone about my issues.
- 7257 C - She was non-judgmental, very straightforward and truthful. She gave me more options.
- 7268 UC - It was the first time we met and I was suppose to tell him my whole life story, not!! In one meeting they were going to decide if I was looney, now that's crazy!
- 7270 UC - Didn't trust him, it was his demeanor, he seemed disinterested just sitting there and it didn't seem like he really cared.
- 7271 UC - I was tired of telling my story over and over and he is known for sharing the personal stories of clients with other workers in the office. This is awful in a small town! I just kept things on the surface, I didn't trust him at all.
- 7272 C - Good personality, we got to really sit and talk to him first and he was like an old country boy. Real down to earth.
- 7285 C - She was honest and straight-forward. She said she would talk to me anytime.
- 7289 C - I had been holding it all in and I needed to see a therapist. She made it easy to do.
- 7313 C - She was really nice, asked questions that made me feel comfortable, didn't overstep boundaries.
- 7319 UC - I felt like she was prying into my life.
- 7320 C - She was there to listen. She didn't pass judgement on me.

- 7327 C - Randy was pretty easy going, good listener. He is there to help you resolve the things that are eating at you. He made me feel better about some things - he made me feel like I wasn't so out there.
- 7328 UC - I was already seeing someone else as well. I got tired of talking about things I had already talked about with other counselors. I had to tell my story too many times. I was resistant to starting all over again.
- 7343 C - I felt very good - the atmosphere was great. She listened well to me, but she didn't give me any insight. She didn't make any suggestions for more.
- 7344 C - She listened to me really well. She got me on SSI. She is a really smart lady.
- 7345 UC - I hate men! He was younger than me and acted smarter than me, and it just isn't the case. He just made me feel dumb.
- 7348 UC - They required it of me! I was disappointed it didn't last longer. She was nice. She was willing to go back and look at my whole life instead of the past 30 days. The things that affect you your whole life.
- 7357 UC - I felt that an agenda had been predetermined. They didn't believe my barriers. I knew exactly what they were doing, they were getting a pay check and meeting their goals.
- 7368 C - I was noticed for a change. I have done many applications and never knew I could get help. She paid attention to me. She was willing to help.
- 7373 C - Just talking about it. She just talked to me. She really didn't say much, but I felt comfortable.
- 7374 C - I was so desperate to talk to anybody about my situation with caring for my mom. She listened more than my employment counselor did.
- 7377 C - I needed her help with my kids and the situation that was going on. I was desperate and needed answers.
- 7379 UC - I'm just the kind of person that has a hard time talking to people because of my past. I was abused as a child.
- 7384 C - Mostly comfortable. I didn't really have a choice about being there. She was nice and didn't pry. She just let me go at my pace.
- 7386 C - I really liked her. She was helpful, nice, and understanding. She was really good. She got me the name of my current therapist, and she just listened to what I had to say, but she couldn't help me with everything.
- 7391 C - She had read my file previous to our appointment. She knew what I had gone through.
- 7402 UC - I was treated very rude. I was threatened with my children being taken away. I was treated as if I could not understand what they were talking about and like I was stupid. I was treated very disrespectfully.
- 7405 C - When we were finally able to talk without everyone around, she seemed to understand. She saw I was anxious and kept it slow going. She was trying to help and then understand my situation.
- 7409 UC - I don't know; I just didn't feel comfortable. Just being around him made it hard. He wanted to talk about the domestic violence and I was over that.
- 7411 C - She was open minded. She was a female which made it easier for me. She was knowledgeable about my issues.
- 7421 UC - He was male and asking me about being molested as a child. He was treating me like I was a low piece of shit. He had no fucking clue as to what I was going through. He just judged me on the response I put in a stupid depression test he gave me.
- 7434 UC - She was nice, but she tried to get me to see other counselors for more treatment. I don't trust counselors, so I stopped seeing her.
- 7439 UC - I felt they looked at me as a low-life. I felt they wanted me to feel guilty about getting assistance.
- 7441 C - She was going to talk with my therapist and get my background. I felt she really wanted to help me.
- 7461 C - I have been in therapy before, so I am comfortable talking to people- I am not nervous.
- 7462 UC - She was one-sided. She didn't listen to what I was really saying.
- 7466 C - There was just something about her. She was a good listener. You can just tell people who really care and will understand.
- 7467 C - The timing was good. It was someone to talk to. He was helpful. He made me write down positive and negative things about myself. He admitted he had problems in his life as well.

- 7468 C - She was female and I needed that. She gives you that comfortable feeling. She helped me see how big of a problem I had with drugs and helped me get sober. She is the first person I ever opened up to about my past and everything.
- 7470 UC - He was a male- that was bad. He was not understanding at all of my situation. All the doctor's said I was too sick to work and he could not understand that.
- 7471 UC - I didn't ever really know him. You can't really go in and talk about things if it is the first time you meet them. I wanted to go again, but they said he didn't have time and wouldn't refer me to anyone else.
- 7482 C - She is different than the other people there. She genuinely cares about me. She wants to help. She told me if I wasn't happy with how I was being treated, we could petition it.
- 7485 UC - A lot of it were my own issues. I've had a lot of therapy. I felt like he wasn't very caring. He was just doing his job. He made me feel like he wanted to prove I was psycho or unfit.
- 7511 C - She was licensed in drug rehabilitation which gave me confidence in her skills, she provided me a lot of information I wasn't aware of..
- 7521 C - The way she talked I felt comfortable around her. She listened to me. She didn't interrupt or anything.
- 7522 UC - There wasn't a good bond with her. She was new to me and I really didn't know who she was. She acted like she wasn't really interested in what I was saying, like I wasn't important. She was too separated off. She wasn't there, she had her own problems.
- 7540 C - He was awesome! I could talk about anything with him- not just work stuff. I knew him from drug court and that made it better.
- 7557 C - Because the employment counselor made me feel comfortable with him. He had a very calming voice and helped me through a lot of issues.
- 7563 UC - I felt like she wasn't a good social worker. She was offish and she didn't seem caring.
- 7568 C - I had heard many good things about her so I trusted her, but at the same time I didn't tell her everything that was going on.
- 7571 UC - To uncomfortable to discuss past issues. Social worker just wanted to bring up the past instead of helping me get passed it.
- 7572 C - She was straight forward with me and understood my situation. She was able to recommend me to counseling outside DWS.
- 7576 UC - There were four of us in there (all workers from DWS) so I didn't like it. I just met once for the review.
- 7599 C - He was more open to your feelings and your opinions about how things should go. He was willing to bend his back a little further to help you.
- 7605 U - She had a hard time understanding me. She was Hispanic not able to understand me.
- 7606 C - She told me that would be confidential. The way she looked, she was native American also. So I felt I could talk with her.
- 7608 C - He was nice and I was vulnerable and he listened to me. I don't have any close family or friends and he was willing to listen to my problems.
- 7612 UC - He was weird the first time I was there he kept talking about himself, egotistical. He made me uncomfortable and like he can be abusive to people.
- 9101 C - He was great. He wasn't too pushy and didn't come off too strong. He kept things confidential that I had asked him to. He was very friendly, a good listener.
- 9112 UC-DCFS came out 2 days after I told her about my drug and alcohol addiction (client knew what he disclosed would come back to hurt him)
- 9113 C-Social Worker was non-judgmental.
- 9114 UC-She scared the shit out of me. She touched me and tried to release my aura.
- 9116 C-She made me feel ok about being there. She was really good. She came in from Salt Lake, she was awesome.
- 9131 C-At first; but at second it was...all the same. Then I was doubtful because he kept calling me back and I had me come in over and over.
- 9132 UC-I didn't really find it comfortable talking to him. He said I had anti-social disorder. I get scared around people, so much that I can't work.

- 9136 UC-You could tell she was someone who was very busy, very over-worked. If I were to start talking to her she would not have time to see me again and be steady.
- 9149 C-She referred me to Trauma Unit. I guess some stuff in my past is still affecting me.
- 9163 C-He was super! Understood my feelings - didn't judge me - referred me out. Gave me some options.
- 9165 UC-Weird, inappropriate questions. Vulgar, offensive, rude. Sexually-oriented questions - asked her if she masturbated regularly - would talk about sex often.
- 9177 UC-“They asked me stuff that didn’t have anything to do with funding a job or helping me out of my situation.”
- 9181 C-Only met once then referred to Wasatch Mental Health. Seemed like I could trust her. Things seemed confidential.
- 9185 UC-She talked more of the time than I did. She tried to push me toward the plan they wanted done.
- 9224 C-Connie Tidwell (?) Wonderful. She is compassion, looks at all angles, she wasn’t demeaning - made me feel like I was a normal person - I confided a lot of things in her.
- 9238 UC-I told her all my problems and she just sat there and listened but didn’t help me with solving my problems.
- 9303 UC-They seem to think they need to know every little detail of my past just to give me a little help now.
- 9305 UC-I didn’t think I had any issues that were worth talking to somebody about.
- 9306 UC-She was just doing her job - she didn’t really care.
- 9309 UC-I didn’t know him or who he’d go talk to about my problems.
- 9342 UC-She knew everything about MS!!-or so she said or thinks!!
- 9349 C-I liked her. She was understanding. I wasn’t over my husband yet and I had knee surgery on top of that.
- 9390 UC-Being around a lot of people make it uncomfortable,(it was a group therapy class)
- 9511 C - She had pictures of her families up. She had a disability and I just felt comfortable with her.
- 9518 C - I let it all out to her, my feelings, my pain I live with . She gave me good suggestions and listened well. Sometimes it’s good to talk with other people outside your own family.
- 9521 C - She seemed “genuinely” to listen to me. Her couch was comfortable! She didn’t rush me.
- 9527 C - They don’t come at you like employment counselors or eligibility workers do. I don’t feel like they are attacking me or I’m taking the money out of their pocket.
- 9593 C - I did to a certain point. There were just some issues that I didn’t feel comfortable talking about.
- 9599 C - She was a woman and not a man. She didn’t look down on me or try to make me feel small. She listened.
- 9608 C - I don’t have any issues, but I could discuss the things that were an issue with him. No problems there. I was able to work with him.
- 9610 C - I just felt comfortable. He didn’t really pressure me too much about what he wanted to know. I had control.
- 9611 C - She’s just really nice, outgoing, and non-judgmental. She makes sure everyone in the family is okay, acts very concerned for me and my family.
- 9615 C - Just knowing that what I did talk about with her was confidential.
- 9616 U - Because when meeting with the social worker, I felt like they were judging me.
- 9617 C - She made me feel like I can share my feelings, helped me open up and get in touch with issues that I had been bothered by for along time.

**25aae. To what degree did the LCT/social worker help you deal with your barriers to working?  
Please explain answer:**

- 6604 She referred me to another therapist who was wonderful.
- 6620 I really didn’t talk to her about my barriers - talked about my domestic violence.
- 6622 She couldn’t help me because I didn’t disclose my use.
- 6625 All she did was connect me with psychiatrist. No other barriers were discussed.
- 6632 She just told her to start looking for work.
- 6641 She was rude and negative.

- 6645 She referred me out to other agencies.
- 6657 She referred me for domestic violence counseling. She wasn't able to say that I could cut back hours to attend therapy.
- 6667 He made me realize what was keeping me from staying with my jobs.
- 6669 He wouldn't let me put myself down. He made me think positive about everything.
- 6677 She's the only one who said I couldn't work due to finding out my son was going to die.
- 6687 Helped her understand and resolve issues of abuse and rape.
- 6692 She gave me more ideas of what I could do to help care for my grandparents (stroke, heart attack).
- 6697 She helped me try to figure out things, she was understanding. She got me connected to Voc. Rehab.
- 6707 Talked about my relationship with my fiancee and alcohol issues, recovery - personal things I wouldn't talk about normally.
- 6711 Helped identify issues that affected client emotionally.
- 6768 She helped her regain a healthy focus on and attitude toward herself as a person.
- 6770 Wanted her to get on meds that she didn't need.
- 6780 She assessed my drug addiction and qualified me for an extension.
- 6795 I didn't care what she had to say, she didn't care what I felt.
- 6806 He just told me to deal with y problems and move on.
- 6810 She encouraged me to continue NA. She said I could call her anytime.
- 6813 She referred me out.
- 6820 Didn't help with my employment issues.
- 6824 She didn't want me to work, she referred me to counseling.
- 6835 She made me think good and gave me homework but didn't help with employment.
- 6839 She got me connected with other community services that were really great.
- 6862 I felt uncomfortable it wasn't productive.
- 6889 Got me into counseling.
- 6916 She kept telling me to get this and that to prove I couldn't work.
- 6919 She was really helpful and understood what I was going through.
- 6924 She helped me find needed resources.
- 6932 She got me with a good psychologist who got me on better meds and that has helped.
- 6941 She helped me with SSI papers. Helped me understand the process.
- 6954 Just talked about policies, etc.
- 6971 We talked about drug treatment options.
- 6973 She gave me ideas on how to ask my boss for more hours.
- 6999 We talked about my domestic violence.. Referred me to more counseling.
- 7014 Mental health issues were talked about and she referred me out. Helped me get an extension.
- 7020 She wanted to see a counselor for depression because she felt like that was her biggest barrier and the social worker provided that.
- 7026 Social worker just told me to follow my plan.
- 7027 I felt like he threatened me to do things.
- 7045 Just referred me to outside agencies.
- 7048 Kept me looking on the brighter side of things. Told me I could come to him for anything.
- 7060 I didn't feel like she helped me at all with how overwhelmed I felt with school and DWS stuff.
- 7083 She referenced me to a counselor outside of DWS.
- 7109 Helped me with issues I was having to deal with when my employment counselor couldn't help.
- 7115 When there were things I couldn't do, she talked to the employment counselor and got things changed.
- 7131 All she wanted to know was about my childhood, and I was trying to deal with life now.
- 7140 The social worker didn't listen. She acted like she was concerned, but didn't do anything to help me.
- 7162 He recommended I see a psychiatrist who helped me with some issues!
- 7180 They wanted me to go to Voc. Rehab. But I would have had to get my GED first before taking the next step. That would have been too hard.
- 7183 She didn't ask me about the issues I was going through. She didn't want to talk about pressure issues.
- 7185 She recommended a therapist she evaluated me, but we didn't deal with any issues.

- 7191 He helped get my employment plan okayed by the department so I could get my mental health care.  
7192 She referred me to a mental health counselor and she was really helpful.  
7217 She helped me find another way to get around the obstacles blocking my way.  
7239 Helped me to learn to cope with my fears, to function at a job, overcome my domestic violence treatment.  
7241 Relaxation and breathing exercises worked to compensate for areas I just couldn't change.  
7244 She didn't give a shit about the fact I just had a baby and gave him up for adoption.  
7245 She understood what I was going through, but told me there was no way around getting what they wanted me to do and that I needed to get over things.  
7271 We never got to that level of relationship, no common ground of trust to build on.  
7279 Helped explain disability stuff better.  
7296 She was very pushy. She didn't really understand.  
7340 She just wanted me to focus on mental health stuff also, it became a waste of time. I should have been getting job training instead.  
7357 They were intent on proving I was lying to them. They asked too many personal questions and make threats to intimidate me.  
7368 I didn't know I had barriers until I saw her. She helped me to identify what they were.  
7379 I was supposed to work 32 hours a week at a work site and I asked the LCT to change the hours, but she said she couldn't do that.  
7390 She told my employment counselor I needed to stay in school and not get employment.  
7402 She did not help me at all. She treated me very disrespectfully and like I was stupid.  
7405 She tried by talking with me and helping me to work out another plan with my worker. She would call me at other times.  
7407 She helped me get into a counseling group, one that I felt good about. She made it so medicaid covered the bill.  
7411 When I was having problems with my employment counselor, I explained it to the social worker. She would pass on my sentiments to the employment counselor, which made it easier to deal with the employment counselor. We came up with compromises.  
7462 She has to follow policy and rules. I didn't like her attitude.  
7463 I just had some emotional issues. I needed to talk to someone not involved and that helped a little.  
7464 Encouraged me to follow my dreams and ideas.  
7466 She heard what I was really struggling with. She filled in the gap in problems with the employment counselor and eligibility.  
7467 Helping me more beyond the depression and helped me remember my hobbies. The things that brighten me up and see what was taking me down now.  
7485 I didn't feel comfortable talking to him. I needed help with issues and he made me feel crazy.  
7491 She got me to make my first step into mental health treatment.  
7535 She created a plan for me. I was able to understand and I followed it.  
7551 She tried to get me to lie and go see a counselor so I could stay on cash. She didn't help me with anything I needed.  
7558 Helped me get over a lot of my fears.  
7561 I was able to explain all my issues to him and he gave me ideas to help work through them.  
7562 She sent me to counseling.  
7563 I didn't really trust her and only met w/her once.  
7564 When I was meeting with her I was in treatment and couldn't work, so we never really got to work issues.  
7568 She did get me into counseling, but she suggested other solutions that I was not comfortable with for my daughters treatment.  
7571 Kept wanting to know about the past experiences with domestic violence.  
7572 She was knowledgeable about my chronic pain and how it affected my ability to work.  
7588 He offered me some options that were helpful and asked me what I wanted to do.  
7589 He did an assessment and sent me to see another counselor on a regular basis.

- 7599 If it wasn't for him, I wouldn't have my job because he referred me to it. I almost got an interview right on the spot.
- 7614 He listened and explained all my options to me and I felt like some doors were opened.
- 7636 It let me get my feelings out. He helped me get connected with my GED and a tutor.
- 7644 He recommended mental health and directed me to the right people to try to get back on track.
- 9101 He made sure I was connected to the right agencies. He was open - there for me. He affirmed what I was doing.
- 9116 She listened to me and made all kinds of suggestions I never would have thought of - she had all kinds of resources for me.
- 9131 It was good to have someone neutral to talk to about my situation, but I couldn't go on and on.
- 9143 She supported client to just do her best and told her good things about herself, didn't put her down, not pushy.
- 9144 Only met for ten minutes. More like talking to a secretary. She just got my notes from other counselor. Hard to get a hold of - never heard back from her.
- 9165 Wouldn't listen to client. Asked irrelevant questions that didn't help her at all.
- 9187 She wrote the referral for DWS to pay for nursing test - exactly what client needed.
- 9196 He wasn't specialized in meth treatment. He was good at listening, but couldn't solve.
- 9204 She was just pushy. She said, "You have issues, work on them!"
- 9245 She was telling me what I had to do. She wasn't listening.
- 9257 She helped me organize what I needed to do with my life and work.
- 9290 Helped me understand DV was not my fault.
- 9349 Told me to get on with my life, so I went and found a job.
- 9383 She referred me out for more intensive counseling. Recommended a counselor for my daughter.
- 9385 She gave me resources and other options, ideas to help with the transportation issues.
- 9390 It seemed like she was against me when I was going through post pardum depression
- 9511 She referred me to the Trauma Awareness Center.
- 9516 She helped me get set up with Valley Mental Health.
- 9553 She sent me to the trauma awareness center. I'm getting mental health medication.
- 9593 They helped me to understand how to control my temper with my son.
- 9616 It wasn't really a meeting that was designed to assist the client with issues, more for paper work.
- 9636 The meeting was about making a referral and that happened.
- 9639 She gave me a referral to places I could get mental and physical health treatment. She was great.
- 9648 She made me feel better about myself because I had low self-esteem.

**25aaf. Please rate your overall experience with the LCT/social worker:**

**Explain answer:**

- 6602 It was a good experience because she was encouraging.
- 6604 She made a great referral.
- 6625 Only referred to psychiatrist. Didn't address other issues/barriers. Just referred me to Weber MH the last time I went there it was just ridiculous.
- 6657 She was nice. Getting in to domestic violence counseling was a good thing.
- 6658 It was good to talk to someone about my worries and get some ideas.
- 6660 I still call her and wish I could still see her.
- 6672 She helped me look at other options I hadn't thought of. Offered school as an option.
- 6680 She had a warm nature and ability to cut to the chase.
- 6685 Not beneficial to me, he didn't understand my situation.
- 6697 She was nice and understanding, helpful, she was different than other DWS workers.
- 6707 Being able to talk to someone not connected to my situation to help give a different view.
- 6762 It was insightful - I learned about resources and understand my son better
- 6804 She tried to be as helpful as she could, and she was honest.
- 6806 It was pointless and upsetting.

- 6834 She was always available whether my concerns were big or small. She was awesome!
- 6839 She got me connected to voc rehab as well.
- 6841 She didn't seem to want to focus on what I needed to talk about she had an agenda.
- 6902 She referred me to therapy outside, which I needed.
- 6906 She wasn't helpful, just discouraging.
- 6952 Felt like a waste of time to talk to her just to get a referral to go talk to someone else.
- 6965 She helped me file for disability-answered my questions every time any thing came up.
- 6979 LCT not particularly helpful but the referral to outside counseling was a useful outcome.
- 6986 It was stress relieving to talk to someone.
- 7011 She was nice until I called the congressman to get help.
- 7014 I didn't like talking to her, but she referred me out.
- 7027 Too judgmental, they put their opinion into it more than they should.
- 7033 She was very helpful and wasn't racist or judgmental at all. This was a refreshing to her and she really liked the LCT.
- 7060 I still felt like she was a state worker.
- 7087 After talking with her just once, I felt able to go get a job and I did.
- 7117 I liked working with her. I think she does a very good job. She always returns my calls quickly and helped me with what I needed.
- 7118 She told them I was not able to work but they just kept telling me to do things I could not do.
- 7140 It was a waste of both of our time. She lectured me on what I should do, instead of listening to me.
- 7143 I think my daughter and I got better from working with her.
- 7180 I didn't choose to go that way (getting counseling, going to voc. rehab.). But they gave me the option.
- 7195 She took a personal interest in me and made me feel like I wasn't just another person on the street. She didn't judge me.
- 7220 Although I was only assessed it was good to talk to her.
- 7232 It made me feel more secure in the circumstances of being there and trying to achieve something in my life.
- 7244 She just didn't give a shit.
- 7245 She made me have panic attacks and didn't help me at all.
- 7249 I was referred for past domestic violence issues but they weren't effecting me currently.
- 7268 It was just a job for him.
- 7270 Couldn't trust him as he was so disinterested in me.
- 7332 Just because she had great suggestions of what I needed to do.
- 7340 She was just someone good to talk to. I had to change counselors and it was good to have the social worker during the middle of that.
- 7357 He didn't trust anything that I was saying.
- 7360 Her experience was good she just didn't feel a connection with the social worker.
- 7365 She helped the client to talk about past abuse experience. (domestic violence)
- 7368 Somebody heard me for once. I wasn't ignored. I felt like finally someone cared about where I was going.
- 7391 She understood where I was coming from. I felt she cared. She discussed each issue I was dealing with individually.
- 7421 You need someone there who knows what to do when someone is bruised and raped. He dug up things I had buried years ago and he never helped me.
- 7441 Very good, because she understood my problems even though there was really nothing more they could do to help me as far as financial and stuff.
- 7468 She gave me a feeling of hope. When I relapsed I felt like I let them down, but she said no, and helped me get through it.
- 7470 They made me go for months and months and I had no choice and it was awful. If I didn't go, I couldn't get any help.
- 7522 She was not confident in herself. She was spacey, she assuming things against me and crossing boundaries.

7525 The focus was on her leaving a domestic violence relationship.

7561 He was supportive of my decisions. He was easy to talk to and encouraged me to do what was best for me not DWS

7571 I wanted to talk about things I needed to do to move on and the social worker kept bringing up the past.

7589 Just that I didn't think I needed to talk to someone initially, but it really helped relieve some of my stress.

7596 There's only one person per office so I couldn't request anyone else and I felt stuck.

7624 Her tone of voice was like she was put-out. She acted like I was making everything up.

9101 He made referrals to other agencies and got me connected to other things. They saw my problems as manageable- I could do it!

9116 She listened and helped. I actually had someone set to call me with a fake emergency but didn't need it.

9126 He did everything he said he would do. Never "passed the buck," he was a good guy.

9143 She supported client to just do her best and told her to just do her best and told her good things about herself, didn't put her down, not pushy.

9149 She saved my life...I thought I was losing my mind but I have PTSD and anxiety.

9349 I really liked her. She saw me yesterday and told me I looked great and gave me a hug.

9356 It helped me a lot, helped me understand what I could do with my relationship with my son and ex-husband

9394 That was a positive helpful experience, very different from employment counselor

9583 She was able to help get an employment plan for me to see a therapist, which is what I needed.

9593 They helped me understand my son is a two year old and yelling doesn't work with him. I need to explain things.

9603 He was easy to talk to. It was easier to talk to him about the trauma. I had nightmares about the event after I talked to the trauma people and I didn't like that.

9611 She was very understanding. She gives me information about support groups, etc. She connects me with other resources.

9616 I don't really like working with social workers. They didn't understand my situation, she seemed kind of cold.

9617 My experience was good and she was able to get me to open up and talk somewhat about my problems.

9621 He valued me as a customer, worked around my work schedule to meet with me.

9636 She made me feel okay about what I went through. It wasn't just about me - lots of people have domestic violence.

9651 It was good to talk to someone, but it just opened old wounds. So it was comfortable, but it didn't help.

9661 I felt comfortable while I was there, I felt like she was there because she cared.

**25ab. If you never met with LCT/social worker after being referred - why did you not meet?**

**5. Other:**

6648 Things got better.

6814 Medical problems kept her from going in.

6815 My own worker was so much in my business that I didn't want anyone else messing with me.

6884 Language barrier.

7013 I knew who she was, and I did not want to see her.

7122 I had no transportation

7213 They cut me off before I had a chance to see the social worker.

7236 Talk with LCT on the phone and LCT decided that she didn't need it.

7378 I forgot about it and my employment counselor never followed through with setting up an appointment.

7420 I was open to it, but they made it embarrassing for me and I didn't want to see her after that.

7619 I talked with the social worker on the phone and she said she didn't really think I needed to see her.

9230 Transportation problem and too hard to go - client's father had tried.

9271 I was totally distraught and focused on getting my baby back.

9304 On drugs. In denial. Didn't want help.

9352 Client was overwhelmed with personal problems and couldn't follow through with the plan to go.  
9663 I knew the counselor and had a negative experience so I didn't feel comfortable going to him.

**25ba. If you thought a referral to the LCT would have been helpful and you asked for such a referral but did not get one, why do you think you were not referred?**

6800 The person who was supposed to evaluate me never called me back.  
6891 She didn't want to get in trouble by me telling a counselor what my employment counselor was putting me through.  
6934 They told me I needed to go to mental health - never talked about anyone available there.  
7001 They wanted her to do it on her own, didn't help at all, only wanted her to get a job.  
7078 They said I should go to mental health but didn't refer me or tell me how to do this. They just sent me to Voc. Rehab instead so they could know where I was at.  
7148 I could never reach her to get referred.  
7156 I wanted to meet with her but they said I couldn't since I was doing everything on my plan and was already in counseling.  
7168 I asked about mental health assistance but they never said anything about help from anywhere else.  
7611 They don't look at every case as a "person" so since it's extra work, they didn't want to do it, they just wanted to do the paperwork.  
9124 He told me that there wasn't anyone here to help you, but I might be able to find someone.  
9195 They said there wasn't anymore available. I'd have to go to VM Health or church-related help.  
9206 I was really stressed and between a rock and a hard spot.  
9258 EC said it wasn't a good idea.  
9346 They said he was in an office down the hall and she refused to help me make an appt. with him.

**25ba. If you thought a referral to the LCT would not have been helpful, why do you think it would not have been helpful? 4 - Other:**

6637 Not sure what they could've done.  
6655 I just wanted to get my money, I didn't care about counseling.  
6714 How would that help me learn to read and write??  
6730 It would have been just one more thing to handle and deal with.  
6868 It would have been too much to do. I already had people helping me from other agencies.  
6892 I don't know much about it or what they do.  
7292 No one from the state is really concerned.  
7413 I got all the information I needed from the general meeting before closure.  
7442 I have support from friends and family and don't feel I need to see anyone.  
7504 My employment counselor just referred me to an outside agency.  
7586 I can't leave my kids w/anyone for the length of time that would be necessary.  
9121 I wanted to see her but I didn't want to burden her with problems and I thought I could take care of my problems without outside help.  
9226 I was more worried about my housing situation at that time.  
9285 I can't talk to people I don't know - I wouldn't have been totally honest with them.  
9525 I was already in receiving counseling, but to continue I'd have to start again from the beginning (her counselor stopped practicing and she doesn't want to begin again with a new counselor) I'd have to discuss all those feelings again.  
9546 They all say the same thing, I don't like social workers.  
9624 I never knew anything about the social worker that was offered through DWS.  
9630 I'm getting set up to go to another counselor at another agency.  
9670 I've never been to one, so I've never had the experience, so I don't really know if it would help.

**26. When a referral was made to an outside agency and you went to the agency, why was it or why was it not helpful?**

- 6601 Trauma Awareness - got some things out that had to get out. My mom got sick and I missed days so I didn't feel good going back.
- 6604 It was great having someone to talk to who understood what I had gone through. I could understand it and move past it.
- 6607 They wrote letters to SSI for me.
- 6608 They put me in a group. I don't do groups - I prefer 1 on 1.
- 6631 Started individual and group counseling - helpful to have someone to talk to and have a support network.
- 6632 Therapist was helpful but too many stressors at home. Client did meth had anxiety attack and was put in A&D and now back at VMH with a different therapist. Now off meds and being monitored.
- 6635 Found out I'm bipolar and have a personality disorder. Got help with depression.
- 6643 At first it was helpful I felt therapist had never experienced parenting an autistic child. They were young and just out of school.
- 6665 It was someone to talk to. To share what was going on. Someone to listen and give some input back.
- 6667 I was able to talk to someone who didn't know me at all. Advise they gave me was good.
- 6670 I have been able to get into intensive out-patient treatment
- 6674 They were pushing me too hard, too fast and I couldn't do it.
- 6677 They treat you like a number. It's a ton of paperwork and it's completely impersonal.
- 6695 They are counselors, not psychiatrists, I need more professional help they wanted to be my friend.
- 6697 I'm still working with voc rehab they got me into counseling and meds.
- 6702 Help overcome barriers.
- 6706 Able to face a lot of problems - deal with issues.
- 6709 I went through a domestic violence counseling program and I now know what to watch for.
- 6724 Too much background she wanted to know and I said I didn't want to get into it with her.
- 6733 Helped resolve or recognize problem issues in her life - helped her deal with past abuse.
- 6735 They got me off pain killers, just made me want to stay clean.
- 6737 Just knowing that there was someone there to help me with my depression.
- 6748 Helped me through relationship issues and giving away my daughter - help me mourn.
- 6761 I got to talk about what I was feeling and how I was going to solve it.
- 6767 I'm still going - they are helping me with my depression.
- 6794 I learned my trigger points for doing drugs.
- 6799 He helped me see different sides of life that I didn't want to deal with.
- 6804 At the time I thought I was losing my mind and it was nice to hear that I wasn't.
- 6823 Nothing was every accomplished except I talked to somebody and I relieved my stress.
- 6857 The counselor was my age and didn't sit there staring at me and intimidating me.
- 6875 He asked if I was just doing it to get out of work. So I never went back.
- 6902 It was consistent and supportive - I became familiar with the person I counseled with.
- 6910 The counselor cancelled all the time on me and when we did meet he wanted to go too far back.
- 6919 They sent me to get meds for my depression, but then I was prescribed sleep meds that I got addicted to.
- 6920 It helped me deal with my anger problems and put me on good meds.
- 6942 Met for a long time on a regular basis and did stress management.
- 6943 They helped me get on SSI (trauma center).
- 6946 I got to deal with other people who had the same problems that I had.
- 6947 At first it was helpful but hen my therapist moved and I don't like the new one.
- 6950 The counselor understood everything I was going through - helped me learn how to meditate-but I think I should have been in there longer.
- 6965 Group therapy was helpful for me.
- 6979 I can talk to them about the stresses I have and I can deal with my issues better.
- 6998 My counselor is helping me deal with some issues I'm struggling with.

- 6999 Just being able to talk to someone about my problems. He was a good counselor.
- 7014 They don't listen either. Especially if you are referred by DWS.
- 7015 They were there to listen to my problems. She was there to be a friend and respond to me.
- 7020 It helped her to be able to talk to someone about personal issues.
- 7021 This person helped her to feel motivated and offered suggestions for working through her barriers/issues which is what she really wanted out of the experience.
- 7027 Meeting with someone to talk about my problems was helpful, however it seemed that they (outside agency) took DWS word over mine.
- 7050 Mom and oldest daughter were able to talk about the threats of domestic violence they received when they lived with the daughter's father.
- 7053 Helpful--I had issues I needed to work out and they helped me work it out.
- 7064 She really let me express myself. We clicked, she would give me good ideas to try to help myself.
- 7065 Needed a neutral outside person, not mom, to discuss things and focus on me, an hour away from kids.
- 7069 Got me out of my depression, pretty depressed after having the baby.
- 7070 I just needed to get some things off my chest. Always helpful to talk to someone.
- 7071 I was able to get on anti-depressants and that helped me feel better.
- 7101 They helped me deal with my PTSD for domestic violence.
- 7105 That is why I am sober and not 98 lbs. today.
- 7115 When I need to vent, the therapist is there. He helps me figure out problems for myself.
- 7140 I tend to box everything up, and it gave me the chance to let it all out. It also helped me to get my kids into treatment. It helped a lot.
- 7158 I felt like I was another sheep in the flock. I didn't feel like they cared about me.
- 7167 They helped my son really well and got him on good medications.
- 7188 I can't be without it now. My therapist is teaching me how to bring down my levels. (Therapist is helping client manage her mood swings.)
- 7191 At the time I really needed the help, but I didn't know how to go about getting it.
- 7192 The person I met with really helped. He was intuitive, and I liked his approach to depression.
- 7194 Whenever problems came up I could go to my counselor and she would help me solve it.
- 7195 I think they could have put me with another case worker. I needed a counselor that dealt with more than just self esteem issues.
- 7196 It helped me to work through problems. Help make me a better person.
- 7201 They helped me get clean, "the clean start" program.
- 7215 Just because I didn't feel comfortable discussing my problems with them; just wanted to medicate me.
- 7239 I was referred to trauma awareness center, it was a huge step to help me to dope, I went through it twice.
- 7241 That was an independent person so I felt more comfortable talking with them. They had a lot more information to offer me.
- 7242 I wasn't able to maintain it because my transportation was lost. So I was never able to follow through and resolve anything.
- 7245 He has shown me different techniques to use and not have a full blown panic attack.
- 7251 It helped me get over a lot of the childhood tragedy that I never spoke of. It also helped me deal with issues my children are facing, and helped me with current issues.
- 7253 Because it helped me to overcome the problem I was going through at the time.
- 7257 I have an excellent counselor. He checks up with my medications, my problems and feedback on my actions if it relates to my personal choice or illness.
- 7272 Gave us some ideas on problem solving in other ways we wouldn't have thought of.
- 7334 Wife refused to go in for marriage counseling, which is what the referral had been for. She had a lot of secrets to keep before she left.
- 7358 Helped me deal with my childhood history and issued I was dealing with. I got to the bottom of problems I had for a while.
- 7365 The only helpful part was that he was able to diagnose my son with Bi-Polar. He no showed at times, and was generally unhelpful with other things.
- 7374 I had somewhere to go and verbalize my frustrations with the DWS office.

- 7375 They couldn't help me with my financial situation. My PTSD was bad and they didn't help enough to make it worth the hassle.
- 7391 They were able to put me on anti-depressants and see a doctor. They monitored the medication. It was very helpful.
- 7397 It was family therapy and it really helped for me to deal with all my issues. I had to face things.
- 7402 The presentation of the counselor was not very enticing. Instead of talking with me about problems first, the counselor right away wanted me to take a urine test and I refused to do so.
- 7407 They had flexible scheduling and worked around my work schedule. It was beneficial counseling for me.
- 7413 They wanted me to do an outpatient drug program and I just needed relapse prevention. The full program was too much.
- 7424 They helped me with my issues by giving me someone to talk to.
- 7430 When my mom died they sent me. He wasn't really helpful because he could only talk to me so many times for so long. The time was up and he would make me go even if we weren't done. It was more uncomfortable than helpful. They only allowed 6 visits and he said I can't see you anymore; I felt alone.
- 7435 We talked about things and she helped to boost my confidence so I might be able to get a job.
- 7459 It was good to talk with someone. I do wish I could have gotten more help, but the help was good that I got. I learned self-therapy is the best kind of therapy.
- 7464 I could talk to her about situations and she won't down them. She believes in me and my dreams.
- 7466 They had someone who was not associated with DWS, so if I slipped, it wouldn't affect my benefits.
- 7478 I was able to talk about my past and get help overcoming the abuse I experienced. She also helped me overcome depression and helped my family communicate better.
- 7480 It gave me someone to talk to and be there for me to talk to about my situations. It really helped me stay on track.
- 7538 I was in a domestic violence relationship at the time. She helped me with my self-confidence and helped me to not see all men the same way. She told me not to look at her like a doctor, but as a friend or as if I was having confession in church.
- 7540 I just could talk to them about personal problems and they understood. I still stay in contact even now.
- 7548 Was very nice person, gave me ideas of what to do and where to get help. Was nice and talked to me and was willing to listen to me. She spoke softly and paid attention to me, asked questions tactfully.
- 7572 When you have chronic pain and you have to use welfare, everything is stressful, so it helped to talk to someone.
- 7579 The therapist was great, she did meditations and groups, they helped my by talking and experimenting new treatments.
- 7581 Helped me to get financial stability and helped with my experiences and emotions and holidays (very supportive).
- 7588 When our time was up for the amount of sessions, it was just cut off. He also told me he couldn't do anything to help me, he could just listen.
- 7598 We didn't get very deep. It wasn't very deep, it was pretty much pointless stuff like "hi, how are you doing."
- 7601 They helped me learn the skills to improve my self esteem.
- 7624 If I missed an appointment, they would stop helping me and they treated me like they could care less about me.
- 7640 He actually helped me face my fears. He called my ex-husband to show me that as long as I stayed away he couldn't come get me.
- 9159 Got on meds for depression and I had someone to talk to regularly.
- 9161 Allowed 9 appointments and for the 6<sup>th</sup> and 7<sup>th</sup> was ten minutes late and he yelled at her and told her not to come back.
- 9164 Being outside DWS, I was able to open up more. I knew my issues would remain private.
- 9181 Able to discuss issues of miscarriage. Felt better after talking. Was placed on sleeping pills to help sleep. He was nice.
- 9196 Wasn't specified to my meth addiction - general mental health center.
- 9201 Helped improve relationship with DWS employment counselor.

- 9210 He helped me understand things weren't all my fault. (DV)
- 9237 Asked strange questions - not interested in going back. Met with guy - not in tune with women. Seemed overworked - not personal.
- 9250 No it was upsetting. They wanted to dig into my childhood and problems. I just wanted to talk about my issues now.
- 9313 She wasn't giving me the help I was looking for - but I got everything I needed to off my chest.
- 9342 She didn't believe I have MS-sent me for drug testing!! I left and never went back.
- 9541 Instead of just talking like most counselors, he gave me assertive training.
- 9593 I learned techniques I can use with my son that really work.
- 9599 She just lets me talk but she doesn't really help me work through anything. She is nice but isn't really helpful. It's really not accomplishing anything.
- 9603 It triggered bad memories; I remembered things about my trauma that I had forgotten; I didn't like that.
- 9636 Being able to talk to someone who doesn't judge me. Also, it's confidential so my family doesn't find out everything. Being a single mom isn't easy.
- 9637 He pointed out some bad relationship patterns to me and I learned from it.
- 9639 I can relate to her. She has good ideas on how I can approach and solve my problems.
- 9650 It was someone I could sit down and talk with. It's good to have someone's opinion who is not in the situation so they don't pick sides.

**26ab. If you did not meet with anyone from the outside agency, why not?**

- 6636 Already seeing a counselor
- 6678 I told them NO - I like to do things on my own, I'm stubborn
- 6731 I didn't have money to get there. (no transportation)
- 6746 It was a man - I couldn't talk to him.
- 6763 "Cuz transportation."
- 6906 I haven't gotten a counselor that I feel comfortable with.
- 6928 It was frustrating for all of us because of time constraints - I just couldn't keep up with what was expected of me.
- 6934 They couldn't help me with the problems with the state - DWS
- 7024 The guy - well I saw two counselors - I changed from the first one. He lacked sensitivity he was accosting overwhelmed me. I was emotionally unstable. I had a problem with lateness, instead of addressing the problem he accused me of taking advantage of the state. The 2nd lady told me after the 3rd time of being late I couldn't come anymore. I felt like my being late was caused by my mental illness, they didn't help me to address my problems.
- 7026 It caused problems because client began to date counselor and counselor lost license.
- 7088 Client wanted individual counseling and they only wanted her to do group and she was uncomfortable with that
- 7187 My spouse didn't want to go through the counseling and work on the problems we had.
- 7220 Her cash ended, her assistance was up. I had no money and I had to be reassessed, I never got it done.
- 7303 Cornerstone wasn't taking any more referrals, so I didn't get to go.
- 7376 I don't know. Probably because they already told me a while back there wasn't much they could do to help me with my barriers to working because of my academic scores.
- 7451 They wanted me to go to Valley Mental Health and I have had too many problems with them in the past.
- 7547 I actually went but no one understood me and they never got me a translator so I just left.
- 7571 I was working on getting my own counseling.
- 9136 I have been in counseling most of my life and I am sick of it.
- 9195 I called and they said I didn't qualify - my issues weren't severe enough.
- 9225 I lived in one city and the counselor was in another city and I couldn't get there.
- 9236 Client didn't want to go - too much effort. Didn't want to tell her problems to a stranger.
- 9255 No one called her to set up the appointment and she was too busy to deal with it.
- 9306 There was too much to do. I had no time to do it all. I was going in all directions.

- 9307 It was just another thing to do on my plan. More of a hassle.
- 9396 I only went twice and I missed one session and they kicked me out of the program. I really did want to get counseling there.
- 9648 I felt uncomfortable talking to the male counselor they gave me.
- 9661 My counselor was an idiot. He was opinionated, judgmental, and self-centered.
- 9672 I have had a good therapist in Salt Lake City years ago and nobody is as good as my old one. I feel they don't give me enough input back, they just listen and nod their heads.

**26b. If you asked for such a referral to an outside agency but did not receive one, why do you think you did not receive such a referral?**

- 6723 Once extension was denied, medical services for counseling stopped too.
- 6765 Maybe they didn't think I needed the help.
- 6846 Employment counselor didn't follow through.
- 6908 She figured I was almost over with my months, she just wanted to get rid of me.
- 6984 DWS said that they didn't offer that kind of program she needed.
- 7092 I wanted to see someone for my mental health. They never got me a referral, they told me to call mental health when I called they never had received my paperwork so I would have to call DWS back it was a run around.
- 7168 I asked about it for help but never really got an answer or a referral.
- 7471 They were too busy and the office manager doesn't like me. I felt bad enough asking for help and to be treated rudely when doing so sucks!
- 7571 Employment counselor told her she had to make the appointment. He would not make the referral.
- 7611 Because they don't look at every case as a "person" they just want to do the paperwork.
- 9103 I don't know. I asked and she said no, so I found someone on my own.
- 9135 She asked for referral to Wasatch Mountain, they said all she had to do was go down with Medicaid card. She has gone.
- 9264 I think that because the meeting with the SW was cancelled they didn't want to follow through.
- 9279 I asked a couple of times but they didn't provide any resources.
- 9346 I was told no one was available to me.
- 9598 She (my employment counselor) just wouldn't follow through.
- 9620 Because I don't meet the criteria for what their requirements are.

# DWS LCT SERVICES: EXPLORING THE CUSTOMER'S EXPERIENCE



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