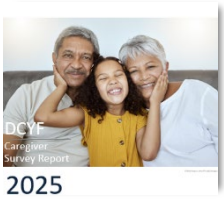



# Our Caregivers Speak

*Highlights from the 2025 DCYF Caregiver Survey*

## About the Survey

Data collected Sept. 2024 to June 2025

Conducted by phone (63%) and online (37%)

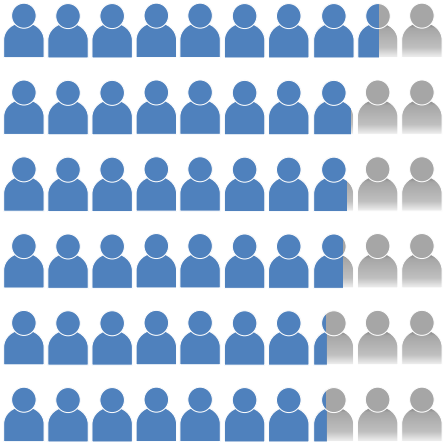
**666** Kinship Caregivers

**340** Foster Caregivers

**77%** Response Rate

## Highlights

Most caregivers are satisfied with support from DCYF. For example:



*85% were included in meetings*

*79% could get help when they asked for it*

*78% felt listened to*

*77% were offered resources and support*

*73% received adequate information*

*73% felt personally supported by DCYF staff*

"They were supportive. I never felt like I was just another person on the caseload."

2 items significantly higher in 2025 for kinship caregivers

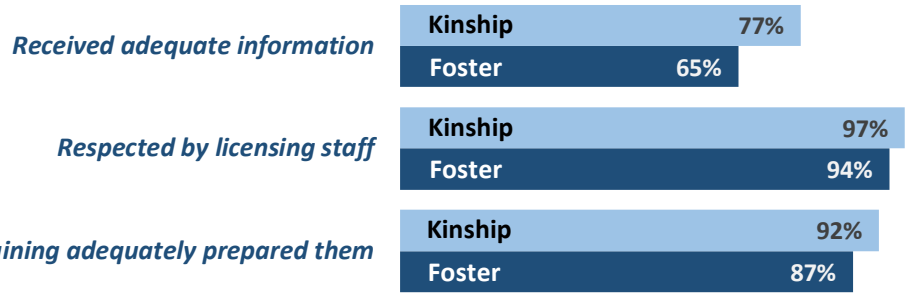
*Received help from DCYF staff up 5 points since 2024 to 79%*

*Included in meetings up 4 points since 2024 to 86%*

1 item significantly higher in 2025 for foster caregivers

*Felt personally supported by DCYF staff up 12 points since 2024 to 72%.*

Kinship caregivers are significantly more positive than foster caregivers on three questions.




The 2025 Caregiver Survey Report is available at https://www.dshs.wa.gov/ffa/rda/research-reports/2025-caregiver-survey-report

Washington State Department of CHILDREN, YOUTH & FAMILIES

# Caregivers Said…

The caseworkers I've worked with should receive gold medals for their integrity and their dedication to children in need. I will never have enough words to express my gratitude for them. The workers who did our health and safety meetings have all been so caring, supportive, and invested in our foster children's lives.
- Foster Caregiver

Being able to sign up for trainings that are applicable to you and what your family and children need is amazing. Also being able to do them via Zoom is wonderful and gives me the ability to do more trainings.
- Kinship Caregiver

Communication at the last minute all the time. I know we aren't the only case, but we should get a response in less than three weeks.
- Foster Caregiver

They did a good job, didn't get frustrated, and explained things clearly. They also referred me to resources when needed. They took time to listen and gave me useful instruction and information.
- Kinship Caregiver

They listened most of the time and gave us access to resources we didn't necessarily know about. They problem solved alongside us for the most part.
- Foster Caregiver

The caseworker showed tremendous compassion. He went above and beyond.
- Kinship Caregiver

I wish there was a tree that showed the branches of the staffing system within DCYF - with contact information. It gets confusing as to who does what.
– Kinship Caregiver

Trust-Based Relational Intervention (TBRI) trainings were helpful with tangible strategies to support the children in our care.
– Foster Caregiver

Seems like everyone was trying very hard but also like they were drowning in capacity issues.
- Kinship Caregiver

Our current social worker and local social worker (comes for the Health & Safety visits) have been amazing! I feel valued, respected, heard, and part of the team.
– Foster Caregiver

I really did like where the social worker would come once a month to check in so I could speak with them in person. If we needed anything, she would try to get it for us.
– Kinship Caregiver