

2005

Children's Administration Provider Survey

Nancy K. Raiha, MSW, Ph.D. Monica A. Stanley Rebecca G. Block, MSW



Provider Comments

Provider Characteristics



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What does DSHS do well?	What could DSHS do better?	Provider Information
	Put people on the phone that will talk to you with respect. People that are friendly 90 percent of the time. I am treated terribly. I do not feel like anybody deserves to be treated that way.	Individual child care or respite care provider.
Our case manager, Lisa McKee, Wenatchee CSO is fantastic. She is professional, extremely knowledgeable, approachable, honest, forthright, and most of all concerned about foster parents and passion for the kids on her caseload.		Individual foster care or relative care provider.
They answer my questions.	Cut the time down for transitions to adoption, the kids need the stability.	Individual foster care or relative care provider.
At the moment, not much. Tell foster parents the truth and be honest with them.	Keep confidential what is said to caseworker concerning the way things are going (with foster child) from foster child, so that you can maintain the control of the situation and not lose control to the foster child!	Individual unknown provider type.
Clothing assistance in fall for school.	Check in more often on phone.	Individual foster care or relative care provider.
Everyone has always been helpful and courteous.		Individual foster care or relative care provider.
	Return calls. Update voice mail. Take a moment to look something up.	Agency family preservation services (IFPS) or home based provider; 12 employees.
Solving childcare problems.	Give us more time to alert family that award letter is going to expire.	Individual child care or respite care provider.
Excellent instructions, and multiple choices.	This is my first time working with DSHS. Thanks!	Individual foster care or relative care provider.
I have not seen social worker improvement only, management improved communication.	Communication's key. Procedures have changed many times without notice to providers. Also, social workers do not know their own contacts. Demand more than they are willing to pay for.	Agency family preservation services (IFPS) or home based provider.
No problems at all since new rules set up and respite fees paid direct to provider.		Individual foster care or relative care provider.
Very timely.		Agency child care or respite care provider; 8 employees.
Most times payment is quick, and DSHS workers are very favorable to work with when problems arise.	Answer calls. Have been trying to get payment from Puyallup branch since August (it is now January)! Have not heard one word in 5 attempts at contacting them!	Agency case management provider; 114 employees.
	Get a better, more professional and PERSONAL phone answering system.	Individual child care or respite care provider; 4 employees.
I like the phone system and the provider line.	Some rules need reviewed and CHANGED. Paying co-pay only and not extra charges and then leaving center without EVER paying extra charges.	Agency child care or respite care provider; 7 employees.

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Dan O. in Yakima is very helpful in getting the invoices paid.	N/A.	Agency personal care provider; 125 employees.
Have helped me chase paperwork so we can get child's needs met. Been timely for when I've had to be reimbursed for medications for children.	Notify me when caseworkers change so I am able to contact the appropriate one when needs arise. Thankfully, does not happen often.	Individual foster care or relative care provider.
Answer the phone.	They seem like we are burdening them when we call. They seem to hate it when we make them look stuff up on computer.	Individual child care or respite care provider.
Quick response to my needs.	Keep more in contact with foster adopt parents regarding cases where adoption has been indicated as desirable for the foster parent.	Individual foster care or relative care provider.
	Quicker call back. Let us know of the help that is available without asking.	Individual child care or respite care provider.
Prompt service as far as phone calls. No problems with invoices or pay for the last year. Had a problem with a disrespectful worker in childcare. I do not, and will not, speak with her anymore.	Things are going well. Please do not change it.	Individual child care or respite care provider.
Provide services.	Lower caseloads so social workers have time to address needs of clients.	Individual foster care or relative care provider.
Keeps me informed on training seminars.	File papers to terminate parental rights faster. Foster/Adopt families wait far too long for this part of the process.	Individual foster care or relative care provider.
Not much. I constantly have to initiate communication!	Keep foster parents in the "loop" more. Not enough communication.	Individual foster care or relative care provider.
Willingness to answer questions.	Process payments more often - weekly.	Individual more than one type of service provider; 7 employees.
Always call me back the same day if I have to leave a message.	More consistency with getting checks here on time.	Individual child care or respite care provider.
Solving problems/concerns over the phone in a timely manner.	Working, toll-free provider line that is easy to access.	Agency child care or respite care provider; 11 employees.
In emergency needs (such as court order for surgery, etc.) for my child as needed.	When changing care providers, make it easier to get payments before 8 weeks after employing the care provider. A very long process. Some people won't take a job if they have to wait long.	Individual foster care or relative care provider.
Listen to me as a valuable/knowledgeable team member.	Help new care workers value foster parents that are competent and trained.	Individual foster care or relative care provider.
Answer my questions.		Individual child care or respite care provider.
Takes a LONG time to make corrections to invoices.	Put the correct codes and dates the first time on an invoice.	Agency foster care or relative care provider; 40 employees.
Helps triage possible CPS complaints.	I've had difficulty getting paid on a case in another region.	Agency counseling or psych evaluation provider; 1 employee.

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# 9 help line.	Find problems in a timely manner. For more accurate proof of work. then if payback is necessary, we can be refunded by parents or have other options.	Individual child care or respite care provider.
In most cases, response time is quick and efficient.	Realistically see this child as a part of our family and try to see what is truly in his best interest.	Individual foster care or relative care provider.
Our administration does listen to us and gets us action.	Listen to us - trust us - let us have more freedom with the kids. We are not the ones who have had our kids taken away.	Individual foster care or relative care provider.
They pass the buck and bully clients and providers. They act like they are God and everything they do comes directly out of their pockets and they are the last word. HARASSING! Mason County and even supervisors seldom or never treat us with courtesy and respect.	It would be helpful if workers were knowledgeable about programs and WAC's and were WELL trained. Also, for them to realize that they are PUBLIC SERVANTS and they are providing a service that taxpayers pay [for]. Professionalism even by supervisors needs to be IMPROVED.	Agency child care or respite care provider; 6 employees.
Depends upon who you talk to - but generally.	To be able to talk to the same person.	Agency child care or respite care provider; 13 employees.
Quick response lately.	Be consistent - work for the benefit of all involved and not feel the need to short change.	Agency child care or respite care provider; 10 employees.
	You people share information so each person is knowledgeable about a child, or programs departments should talk to each other.	Individual more than one type of service provider.
Contacts have been courteous and responsive. Payment for services is quick and easy.		Individual counseling or psych evaluation provider.
Quick return of payments.	Higher reimbursement rates.	Agency child care or respite care provider; 26 employees.
Caseworkers who talk with me and praise my work with children do so much to help me.	Always treat me with respect and courtesy - remember I am a professional not just a foster parent. Don't tell me you are trying to help and protect me when you are really watching out for the department's liability. Foster parents need a better respite care system. Help us by recruiting people who are certified to provide respite care.	Individual foster care or relative care provider.
They make all kinds of promises to get you do the job; help with foods help with parents getting to see kid (that cost comes out of my pocket).	They could only promise things they can do for us; they have made my life harder (not them, the state has). These are my grandkids, but they deserve more. Stop voting for Republicans - they don't provide for people in need.	Individual foster care or relative care provider.

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Everyone I worked with was always available or returned calls promptly. Also, everyone was very professional and knowledgeable about procedures (Wendy Lin, Carol Shaw, Carla Montgomery, Christina Limpins).	The people I had the privilege of working with were AWESOME!!!	Individual foster care or relative care provider.
Excellent dental and medical coverage for children. Medical insurance and monthly payments are timely. Good classes and notification of training is timely. First aid training provided.	Don't change caseworkers so often. Provide more detailed telephone listings in the telephone book - list all caseworkers by name, or at least each unit.	Individual foster care or relative care provider.
They help explain the process - i.e., court, clarifying expectations. They are also encouraging when things get tough.	Don't call multiple families and create "short-lists" for infants. If you don't get chosen for a placement, it is discouraging (repeatedly).	Agency adoption support provider.
Tries to be fair and do what's best for child.	More communication - has been better.	Individual transportation provider.
Most of the time supervisors will return my calls. My medical coupons are prompt - automatic.	Day care provider changes are almost impossible. Getting financial aid is very slow initially. Would like my kids to go to camp, but financial changes are almost impossible.	Individual child care or respite care provider.
	Return phone calls.	Agency child care or respite care provider; 27 employees.
Most workers are friendly and helpful!	Faster turnaround for new clients. Fax authorizations for existing clients that expire.	Agency child care or respite care provider; 23 employees.
Helps with parents who try to skip out on paying their co-pays.	Faster turnaround for new clients. Stop expecting me to know what parents are doing when they leave their children with us.	Agency child care or respite care provider; 23 employees.
They are always available to answer question, and have always been a huge support group!		Individual adoption support provider.
Attentive on phone and at office - staff is caring, nice and professional.	None - keep up the GREAT work!	Individual foster care or relative care provider.
Good about calling and informing need visits with my current kids.	Let me KNOW when a child changes DSHS workers!!! I always hear secondhand - VERY annoying.	Individual foster care or relative care provider.
Answers questions; gives advice.		Individual foster care or relative care provider.
Sometimes they are very helpful, but usually they act like you are taking the money out of their own pocket.	Answer faster - not so long wait. Be more personable and take time to listen.	Agency child care or respite care provider; 6 employees.
Phone calls are almost always returned within a short period of time.		Individual unknown provider type.
	COMMUNICATION!!	Individual foster care or relative care provider.
When a service is needed or I have any concerns they take care of it quickly or they explain to me very patiently my questions.	Phone service - provider number - takes time (sometimes too much time) to get back to me when I call - that could be made easier.	Individual group residential care provider.

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Returns phone calls, prompt monthly visits, acts like they care about my concerns and very helpful with any needs.	I can't think of anything at this time.	Individual foster care or relative care provider.
SOME go above and beyond to help us and others that don't care are very rude and don't return calls but write letters instead.	Quit making double promises. Instead of trying to "prove" parents are unfit, begin to work with them and help them succeed!	Individual child care or respite care provider.
	Payment issues, too many months in getting paid. 6 months is too long.	Agency counseling or psych evaluation provider; 8 employees.
Returns phone calls and answers questions.		Individual transportation provider.
The pledge check got here in a timely manner. Thanks.		Agency other care provider; 5 employees.
Supervisors typically return phone calls and are courteous and try to be helpful. Often caseworkers are rude and/or non-responsive to staff.	Straighten out the background check mess! There needs to be continuity among all supervisors and caseworkers in regard to practice. They will all have different interpretations of regulations and contracts. This creates confusion. Up number of social workers.	Agency case management provider; 60+ employees.
Payment is very timely; 5 working days turnaround as long as all vouchers are filled out correctly.		Agency foster care or relative care provider. 230 employees.
Always available when I need them. Quick to respond.	Better communication re: mileage reimbursement and guardianship responsibilities.	Individual foster care or relative care provider.
Listens; partners on cases. Cares about our mutual clients. Makes good referrals - case manages well together.	Monitor foster homes better and recruit more resources. Decrease headquarters and put more dollars into field. Answer calls more timely.	Agency more than one type of service provider; 17 employees.
Listens, responses, and cares.	More workers with knowledge of S.O. children.	Individual more than one type of service provider.
	Reply to voice mail within 24 hours. Let me know when parties are cancelled. Forward calls when they move.	Individual foster care or relative care provider.
Helps those that are in extreme need.	Reduce paperwork?	Individual other care provider.
?	Be available for telephone calls; have consistent answers; have consistent rates and procedures.	Agency child care or respite care provider; 25 employees.
Depends on having a "good" caseworker. If you haven't got one of these, nothing goes well.	Respect the foster parent. Better explain to bio-parents that disrespect toward foster parent shall not be tolerated from them either. After a child leaves the foster home, please return an (ex) foster parents' phone call(s) as a courtesy. Often, we just want a small update on the child.	Individual transportation provider.
Process of payment/invoice works well if eval/social worker understands.	Make sure that process between submission of invoice and payment for services is shortened.	Individual counseling or psych evaluation provider.

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I seldom need their help. I'm still pretty new in the day care business.	? Not sure.	Individual child care or respite care provider.
Promptly returns telephone inquiries. Often calls to notify us of changes. Huge praise to Lorena Avilla, Tom Hobson, Cari Skaar, and John O'Conner (smiley face).	Remember to ask for the contact person and not give information to whomever answers the telephone [Identifying Data Redacted]. Too much unnecessary papers with updates. Often receive 4 envelopes instead of many notices being in one envelope. The "Information for Service Providers" is a waste of paper.	Agency child care or respite care provider; 25 employees.
There aren't any consistent practices than could be considered good customer service. The attitude is we control it, you live with it.	Develop standardized training for support (clerical, financial) staff.	Agency family preservation services (IFPS) or home based provider; 20+ employees.
Most of the social workers are kind, caring, and professional.		Individual foster care or relative care provider.
Very cooperative at helping with child's needs.	Doing great.	Individual foster care or relative care provider.
It is individual - some workers are outstanding and a few are not. The "few" cost me dollars, time, and energy.	Caseworkers/social workers could do a better job authorizing payments. If they go on vacation, I often do not get paid.	Agency counseling or psych evaluation provider; 1 employee.
Pretty fast - it's hard to understand a lot of your workers. It's also frustrating when you call and they don't put the call into the computer.	Give information concerning our clients so we know if they are still on the program. Also, let us change days/times because parents never do and we never know.	Individual child care or respite care provider.
Work out any problems that may occur in a professional manner.	Keep up the great job!	Individual child care or respite care provider.
Answer, call back or e-mail - never too busy to answer questions, will help when needed.	Everything is great, they are doing a wonderful job.	Individual transportation provider.
	Pay providers within 30 days - I have waited 60 days for payment. I am sure DSHS staff gets paid on time. You cannot keep good contractors when they cannot get paid.	Individual more than one type of service provider.
It depends on which caseworker you get.	Have a line for providers that you can get through on and have each caseworker know what their talking about.	Individual child care or respite care provider.
Deals strongly with clients.		Agency other care provider; 10 employees.
Respects me.	Understand parents' binds.	Agency more than one type of service provider; 3 employees.
	Stop paying us before we bill you. Return phone calls. Pay attention to past due notices. Fill out your authorization forms completely. Note which invoice you are paying for with your warrant.	Agency transportation provider; 11,000+ employees.

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Hard to come up with anything at this point.	Put needs of kids ahead of power and control. Help me be a true part of a team. Do paperwork on time.	Individual foster care or relative care provider.
Provide payments timely and efficiently; provide a caring compassionate case volunteer for my foster child.	Replace my foster child's social worker with someone who follows up and returns phone calls/e-mails.	Individual foster care or relative care provider.
Answer phone calls in a timely manner.	Better communication on parent information. Better rates for daily care.	Agency child care or respite care provider; 22 employees.
Pays our invoices on time.	Understand our part in trying to help family, and we need authorization in a timely matter. BETTER RATES!	Agency child care or respite care provider; 21 employees.
The social workers we have had have been professional, caring and helpful.	Pay more for foster care - it is a lot of work! Especially when there are weekly visits - 2 times a week.	Individual foster care or relative care provider.
Answers my questions.	Nothing.	Individual child care or respite care provider.
	More communicating and understanding that allegations should be investigated before you removed children from home.	Individual foster care or relative care provider.
Always helpful - answer calls promptly and submit necessary things promptly.	N/A.	Individual transportation provider.
We have only one child at school who needs DSHS services. The caseworkers are always helpful. We do not have or use DSHS/childcare except on special case by case basis that we decide on.	We have rarely had to ask for help and that was for something minor. The social worker(s) were very helpful.	Agency foster care or relative care provider; 40 employees.
Everytime I've had to call and asked them (anyone) to explain things to me they did.	Provide support for first time foster families. Example: if you need respite care for an emergency, they should help you.	Individual foster care or relative care provider.
I work in the system and don't let them NOT work with me. They commiserate well at how slow the department can be. The one's that stick around try hard. Except one, who now doesn't work at department.	As a general rule - understand that foster parents are professional members of the team. Work on WAC codes that are... just bad. Update the system so it can process (backgrounds) in a timely manner.	Individual more than one type of service provider.
ALWAYS supportive, were always there if I needed anything. Couldn't have had a better experience!	N/A.	Individual foster care or relative care provider.
Asks for feedback as to quality of service. Thank you for the opportunity.	Communicate. Communicate. Communicate. Work toward accommodating vendors, rather than expecting vendors to accommodate DSHS.	Agency more than one type of service provider; 80+ employees.
Some social workers value my opinion and respect me.	Value and respect the foster parents, return phone calls in a timely fashion.	Individual transportation provider.

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Nothing lately.	Keeping us informed of social worker changes, court dates, and general information. Mainly keeping in touch - not forgetting about the children placed.	Individual foster care or relative care provider.
Keeping me informed about each child's case.	Get payments done quickly. This is my job, and just like the DCFS staff I want to be paid on time. Also, realize that some of these kids are difficult and we should be compensated for that.	Individual foster care or relative care provider.
Our local community has a strong foster parent association that is encouraged by the local CA staff. I communicate easily with social workers and other staff and this has been key.	I get 3 separate mailings each month per payment. I would rather have these notices sent via e-mail. I would like to report (call-in/write in) via e-mail as well. Medical coupons for these children in care ought to be plastic cards (like calling cards). Until then, they ought to at least all come in 1 envelope.	Individual more than one type of service provider.
Usually when we have to call, staff is friendly and helpful, and our problems are solved quickly.	Making sure foster children get on the monthly invoices. Sometimes it is MONTHS before we get paid for foster children.	Agency child care or respite care provider; 39 employees.
Some social workers are very considerate and professional.	Give more consideration to foster family's feelings, schedules, etc. We aren't paid employees.	Individual foster care or relative care provider.
Values my input; informs me about helpful resources.	More social workers are needed - their caseloads are too large sometimes. Lower timeliness in calls and our adoption is slowed down because of necessary paperwork not finished.	Individual foster care or relative care provider.
Answers inquiries and questions promptly.	Get reimbursement dollars to us faster. Make fewer mistakes on paperwork.	Individual child care or respite care provider.
Excellent support from the social worker.	More statewide policy procedures, instead of them being different from county to county.	Individual foster care or relative care provider.
Answer questions that I have.		Individual child care or respite care provider.
The CPS caseworkers know their families/clients.	Use e-mail.	Individual counseling or psych evaluation provider.
Process dollars efficiently and quickly usually.	Keep local kids locally - helps with transportation, Doctors, schools, friends, everything.	Individual foster care or relative care provider.
I see many folks only once or twice; case managers always helpful in reconciling billing.		Agency more than one type of service provider; 1 employee.
	Give me a different social worker. Give me back hours taken away to at least enough hours to allow me health services.	Individual foster care or relative care provider.
Explain questions well.	Hire more social workers to ease workloads.	Individual adoption support provider.
Keeps me informed of situations.	Hire more social workers.	Individual foster care or relative care provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
To help with clients.	Hire the right number for caseworkers.	Agency child care or respite care provider; 10 employees.
CPS workers excellent - especially considering their caseloads.	Up turnaround time on payments. "Rework" confusing words on communication (i.e., "Services have been terminated...", when services not terminated, etc.).	Individual counseling or psych evaluation provider.
MOST of the people that answer the phone will help with other information or phone numbers to call to get the information.	Not talk bad about us to clients.	Agency child care or respite care provider; 19 employees.
Very responsive to question and concerns made by our staff.	Have DCFS caseworkers have more direct contact with their clients.	Agency more than one type of service provider; 32 employees.
Keep us current on visitation schedule. Check for any needs when getting a new child in our home.	Still into our first case, so not much experience to answer by.	Individual foster care or relative care provider.
Return calls on time. Help with services for our children. Support our effort with their behavior.	DSHS should find the respite and not the foster parent. Our resource is DSHS. We cannot hire people from street.	Individual foster care or relative care provider.
Always find an answer to any questions that I have.	Have a way to reach the social worker after hours (cell phone #'s, etc.). I don't know their supervisors names.	Individual foster care or relative care provider.
We get quick, timely call backs and notes from the social workers we are working with.	We have only been foster parents for a short time, so I couldn't really tell you yet.	Individual foster care or relative care provider.
	Learn WAC codes and use them. Treat staff with respect and appreciation. Answer and return calls immediately.	Individual child care or respite care provider.
Everything - staff are consistently helpful, claim process is quick and efficient. I wish all 3rd party payers were so wonderful!	Make it easier for adoptive parents to identify psychotherapists who accept adoption support payment. It would also be nice if there was less staff turnover.	Individual adoption support provider.
Answer e-mails fairly quickly.	Be more willing to fund specialized diagnostic testing for children with suspected mental problems!!!	Individual foster care or relative care provider.
	Make sure that foster children are on our monthly invoices for payments. Sometimes it is months before we are finally paid for foster children.	Agency child care or respite care provider; 19 employees.
They are understanding.	Return phone call when call workers!	Individual more than one type of service provider.
We get paid quickly most of the time - very timely with paperwork and approvals and terminations.	We think we should be able to charge for absent days over 5 - we have no leverage for attendance and some abuse the system - if we cancel everyone out it will cause a lot more paperwork for you.	Agency child care or respite care provider; 14 employees.

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The social worker we have always responds quickly.	They need more social workers so their workload is smaller and problems don't slip through the cracks.	Individual foster care or relative care provider.
There are a few people who do a great job. Most people seem to be able to do an OK job.	I get a lot of "lip service" that I am part of the "team" for my foster children, and then continually not included in decisions. Information is not shared with me that would help me parent these kids.	Individual foster care or relative care provider.
Usually returns phone calls, some workers are very helpful some days depending on their mood.	Be consistent, be able to answer questions, and most of all be respectful!! We are the one providing the service and we CHOOSE to accept funding!!! I know a lot of centers that are starting not to because of the hassle!!	Agency child care or respite care provider; 25 employees.
We love the Smokey Pt. office! Patrick, Jennifer, Terri, and Sandra are ALWAYS helpful and friendly. Jim Collaim too!	The Everett and Alderwood staff are rude - seem to be against the clients and childcare providers - are never helpful.	Agency child care or respite care provider; 25 employees.
Try hard to answer questions. If they cannot they try to refer me to someone who can.	Hire more people.	Individual more than one type of service provider.
Provide extensive detail on their requirements of providers. Closely monitor providers adherence to contracts.	Return phone calls. Payments are very late - up to 4 months after service/billing. Act on information. We are having a hard time meeting expenses due to this. Region 4 problem?	Agency family preservation services (IFPS) or home based provider; 5 employees.
Answer questions. Provide information.	Nothing (maybe hold some of the informational seminars at night).	Individual foster care or relative care provider.
Prompt with getting out paperwork, etc.	Is there any way there could be a password protected website that providers could access to check current authorizations and authorization statuses?	Agency child care or respite care provider; 15 employees.
Can't think of anything.	Signed up for Christmas gift - did not receive one. Went to pickup store 3 times and then went to caseworker, was not there. Called, but never got an answer.	Individual foster care or relative care provider.
	Local people to speak to - we liked the old system.	Agency child care or respite care provider; 12 employees.
Only periodically are we able to get the information we need in a timely manner.	Make needed contacts with the families rather than us need to be the go-between. Get the subsidies authorization through quicker. These families need this service quicker.	Agency child care or respite care provider; 30 employees.
Smokey Point office - polite, courteous, helpful when verifying information - always call to authorize care.	Everett and Alderwood - could try to be friendly and helpful and polite instead of unfriendly and rude.	Agency child care or respite care provider; 30+ employees.
	Not treat us as if we are lower than they are.	Individual child care or respite care provider.

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Always ready to provide services for my kids. Okanogan/Omak office has a wonderful staff.	Don't know.	Individual foster care or relative care provider.
Support with errors in the process. Your job can be tasking. Thank you for your work.	Keep up with the forever changing rules. Sympathetic ear to abnormal, complicated issues. Keep communications personal, less automated.	Individual child care or respite care provider.
Great at calling back and finding out important answers.		Individual transportation provider.
	Send authorizations and terminations in a timely manner.	Agency child care or respite care provider; 4 employees.
Payment is prompt.	Wait on phone averages 20-45 minutes - too long! System worked better when we talked with caseworker.	Agency child care or respite care provider; 5 employees.
Answers all questions and helps with any problems we have.	They are doing a great job now could use a list of phone numbers that we could reach caseworkers in time of emergencies for each foster child in our care.	Individual foster care or relative care provider.
Answered questions and finished paperwork promptly.	Help financially with one time costs that specifically provide for the child (furniture, cribs, etc.).	Individual other care provider.
Always answers all my questions and helps whenever they can.	They need more help.	Individual transportation provider.
Some caseworkers are very helpful and answer their phones/return messages right away.	Don't return phone calls. Very slow on payment for respite care.	Individual foster care or relative care provider.
They listen to what I have to say. They seem to take input well. Easy to work with.	Be more accessible.	Individual foster care or relative care provider.
I'm very happy with all aspects of help from social worker - placement person and support specialist and reception.		Individual transportation provider.
Respond to questions/concerns quickly, listen and work hard to help with respite and other needs.	They are doing a great job already - I can't think of any suggestions.	Individual more than one type of service provider.
This question is too broad.	Send required documentation at placement of child within a timely manner (i.e., at placement or within 48 hours)!	Agency foster care or relative care provider; 9 employees.
Check on progress/problems.		Individual foster care or relative care provider.
	Pay for services in a timely manner.	Agency more than one type of service provider; 7 employees.
	Give me accurate information. Be honest with promises.	Individual foster care or relative care provider.
Most caseworkers are very supportive of our services and do what they can to help.	More consistent call backs (more timely - 24 hours) Caseworkers could understand FPS better - the program and services that are provided.	Agency family preservation services (IFPS) or home based provider; 8 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
I have always been met with courtesy and efficiency.	N/A.	Individual counseling or psych evaluation provider.
Finds the answer to my problems fast.	I don't know. We work together without any problems.	Individual foster care or relative care provider.
We've had problems with many social workers and finally have one willing to take the time to listen to how WE feel, how frustrated and stressed we are. You need many more like her around.	The gap between requesting services and getting them is too long, especially for families taking high and special needs kids.	Individual foster care or relative care provider.
I've been very pleased with how kind everyone is. If I ask something and they don't know the answer they are always quick to get back to me with information. Great group of hard working people who really do care!		Individual foster care or relative care provider.
Some employees are extremely helpful, going out of their way to make the relationship between provider and DSHS a positive one.	Other employees are quite negative. They are disrespectful and always trying to "catch" providers doing something wrong. Any questions: [Personal Information Redacted].	Agency child care or respite care provider.
Our social worker for foster kids is friendly and listens well. Everyone we've worked with is competent, kind, and caring about their profession.	Sometimes the expectations for us as foster - adopt parents are not clear, e.g. we didn't know until 5 months after being licensed that we needed to fill out additional paperwork to begin adoptive home study.	Individual foster care or relative care provider.
People (employees) work hard, they are overworked and stretched so thin, but try their best to be helpful and get their jobs done.	The foster care licensing process is very, very long. Long meaning the time it takes to get your actual license after a person has met all of the requirements. Then it takes even longer for all of the people to coordinate so a foster parent gets paid - caseworker inputting her end (it took six months and to get paid AFTER I did all at my end. It was ridiculous.	Individual foster care or relative care provider.
Direct deposit only.	Have a special line (one person), that we call and they do the rest - find out whatever is needed and get back to us. DSHS timing is so OFF - takes forever and everyone likes to pass the blame, rather than fix it.	Individual child care or respite care provider.
They are informative through the classes for licensing. Everyone we have met has been very real and nice.	Can't think of anything.	Individual foster care or relative care provider.
Return calls, supports decisions, and do what they can to help from most caseworkers.	More consistent call backs. Need to understand limits and requirements of foster parents' contract.	Agency family preservation services (IFPS) or home based provider; 8 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We appreciate how easy it is to find out if a parent has been approved for services, if we have a social security number or client ID.	It is hard to have a client ID for a new client. Sometimes, all we have is their first and last names and children's names. I have had people say they can't help me without a client ID.	Agency child care or respite care provider; 24 employees.
Daryl Rogers in Respite Care is about the only person that ever calls me back, and the ladies who did our 30 hours of training were good.	RETURN PHONE CALLS. Treat foster care parents with respect. We do this to help the children, without us where would DSHS be?	Individual foster care or relative care provider.
Seem focused on getting clients resources, if possible, and have been very quick with follow-ups.		Individual adoption support provider.
When I have questions or concerns, on changes with family accounts, they get back with me in a timely manner.	It would be nice if we could claim our holidays we are closed, and the week we close to prepare for Back to school as we all work also.	Agency child care or respite care provider; 14 employees.
Not a whole lot.	Be more courteous with Spanish speaking families and not intimidate them when applying.	Agency child care or respite care provider; 5 employees.
Many knowledgeable and caring staff.	Reimbursement rates at the actual cost of care. Department of Licensing and DCFS working in coordination. Providing complete and accurate information about placements.	Agency group residential care provider; 35 employees.
They are pretty good at making sure invoices are received on time.	Everything. Have a better staff that knows the answers to common questions, do more to work with kinship care providers, reach out to families of color to take children of color.	Individual foster care or relative care provider.
Only thing I have seen is the dinners and information.	Call back within 24 hours. When they know you have child with issues to pay the correct amount and not battle you over it. Example: told from Tribal Unit, would receive \$1400 per child, know alcohol abuse, severe delay in youth and doctor appointments, physical therapy, operations, extreme behavior issues.	Individual foster care or relative care provider.
Responsive to my payments, request for information.		Agency family preservation services (IFPS) or home based provider.
Respond to faxed inquires on missing families.	Be more timely with updates of dates for families to be covered with social service notices.	Agency child care or respite care provider.
	Answer their phones, send award letters out on time.	Individual child care or respite care provider.
Answering questions about clients and working with us to get them approved and/or find out what is necessary to get them re-approved.	Sometimes we get staff who are short and not willing to help much, especially if we have a lot of questions. After waiting on the phone for so long that can be very frustrating!	Agency child care or respite care provider; 25 employees.
Prompt.	Let us know right away when a child or family is no longer eligible.	Agency child care or respite care provider; 15 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Timely response to inquiries.	No complaints.	Individual counseling or psych evaluation provider.
They answer all my calls and questions promptly and they give me good information to make my job easier.	Give me all the information about the child when I first get them, so I will know what to expect.	Individual foster care or relative care provider.
Clothing vouchers for children.	Be on track. Give consistent answers.	Individual more than one type of service provider.
	Pay foster parents same as day care!!! Foster parents need contact with caseworkers on a regular basis. We burn out because we feel alone and unsupported. Make Respite Care more available.	Individual foster care or relative care provider.
They work with us to better serve the needs of the families we work with. They are helpful and courteous.	We used to sometimes get different information from different people on the phone, lately that has really improved. Thanks.	Agency child care or respite care provider; 9 employees.
The social worker I have has been supportive, but really can't answer some important questions. Always gives me some phone numbers, but most of the time doesn't help me with my foster child needs.	Social worker should know how to assist the caregiver. I also think the financial is not measured about the child you are caring for. I'm a working foster mom who has two foster children. I am not happy about the way I have to beg for funds to take care of my foster children. I have seen so much difference in foster care it sometimes makes you feel you don't want to.	Individual foster care or relative care provider.
The question depends on who answers the phone. Half of the time they are very helpful and half of the time they are pretty rude and impatient.	Maybe it would simplify things if each childcare center had one or two workers assigned to them. All new applicants for that center would go to them...less confusion.	Agency child care or respite care provider; 10 employees.
Pays on time. Some staff [are] very helpful and open, many others not available or abrupt.	Information sharing notification in advance or changes that affect work with clients. Seems at times secretive.	Individual counseling or psych evaluation provider.
Faxes acceptance of care to us. This enables us to calculate parent fees immediately.		Agency child care or respite care provider; 100 employees.
Region 5 returns my calls.	Make sure correct information is in their computer and they do indeed complete the transaction after we call.	Individual child care or respite care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I am a bookkeeper so I don't have to call often, so our childcare directors could better answer this question. I will forward a blank form to our childcare directors. Thank you.	1. Hire more staff to work the telephones at Region 4 Call Center so we don't have to stay on hold so long. 2. Handle more than one client question per telephone call. 3. Review payments prior to sending checks out, rather than later and sending over payment notice months later for re-payment. 4. Automatically change authorizations for school ages from B&A to school break and back when school starts.	Agency child care or respite care provider; 250 employees.
There is almost [always] a supervisor available to help if the social worker is not in.	Nothing that we can think of.	Agency other care provider; 5 employees.
	No power plays.	Agency child care or respite care provider.
	Keep informed. Fail to return calls - return phone calls.	Individual transportation provider.
Explaining how everything works on the foster care pay.	Why can't foster care get food stamps? How do you get adoption support? What happened to "Make a Wish" this past year?	Individual foster care or relative care provider.
Sometimes staff is very helpful, Candace Brady is great to work with on childcare.	Train some staff to not be so rude. DSHS is a customer service agency, no need to be rude.	Agency child care or respite care provider; 16 employees.
Shows appreciation.	Better updates about what is going on with children in my care.	Individual foster care or relative care provider.
They listen when I grumble and support me however they can.	They need to pay respite and mileage on time. It is impossible to find respite, most people don't do it anymore because you have to "pull teeth" to get paid.	Individual foster care or relative care provider.
	Improve visitor access, too much like a jail.	Agency foster care or relative care provider; 10 employees.
Have little chats.		Individual foster care or relative care provider.
Any problems that may arise.	With the workload the caseworkers have, I don't see anyway they can improve. My caseworker is the best!	Individual foster care or relative care provider.
They return my calls well.	They could give me more information on the children I care for. A court update (any update) would be great.	Individual foster care or relative care provider.
Answers questions and returns calls right away.	No.	Agency child care or respite care provider; 3 employees.
Cooperative with information they have available.	Better accessibility. Could be better informed at times.	Agency child care or respite care provider.
They are always helpful and kind.		Agency more than one type of service provider.
Make automatic deposits consistently.	I haven't had many problems.	Individual child care or respite care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Most of the time I have to call 2-4 times before I get someone to really help me.		Individual foster care or relative care provider.
	At least try to listen when I ask something.	Individual foster care or relative care provider.
Payment from DCFS has gotten better. People are well intentioned.	People change jobs too often, effects how we can do our job. Foster care assessment levels and how they are detailed minded and fluctuates often for DCFS.	Agency foster care or relative care provider; 34 employees.
Always has an answer.		Individual foster care or relative care provider.
Answers questions I have in a timely manner.	Remind social workers that foster parents aren't beneath them.	Individual foster care or relative care provider.
They work well helping fix anything that needs correction. Also, they do a good job helping the childcare approved on the initial call.	Answer the phones quicker.	Agency child care or respite care provider; 156 employees.
For billing, Robin Ray in Spokane is excellent.	Maybe upgrade billing system from telephone to computer.	Agency foster care or relative care provider; 75 employees.
Answer and return calls.		Individual foster care or relative care provider.
Prompt and uncomplicated billing and payment system.		Individual more than one type of service provider.
Great voice mail. I can call at my opportunity.	Less ridiculous regulations.	Individual foster care or relative care provider.
Often very good listeners and usually trust my judgment. I am fortunate to do case management for a private foster care company and to have an MSW - I'm not sure all foster parents feel as I do.		Individual foster care or relative care provider.
Treats us professionally and with respect. Returns phone calls promptly. Are approachable - all staff are outstanding!	Can't think of a thing, except same social worker for both fostering and adopting child.	Individual foster care or relative care provider.
Have never had contact with staff, only use the automated voice activated system.		Individual foster care or relative care provider.
Listen to our concerns.	More funds available for medically fragile babies. I don't think we should have to ask to get what we need.	Individual foster care or relative care provider.
DSHS answers questions, very knowledgeable, gives good suggestions, and responds quickly with answers. Thank you for all your help you provide!	No.	Individual child care or respite care provider.
Good communications and prompt payment.	They do a great job.	Agency foster care or relative care provider; 100+ employees.
	Return phone calls.	Individual foster care or relative care provider.
I don't know.	Fix payment problems. Establish consistency in the interpretation of rules. Abide by day care providers' contracts as other clients are required to do.	Individual child care or respite care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
If I call, they are on top of it for me, to help as I am on the phone.	Have more people to work for DSHS, and answer the phones.	Individual child care or respite care provider.
There to answer questions when I call.	Need to return my call sooner then 2 or 3 days.	Individual child care or respite care provider.
Adoptions support is very prompt with authorizations, vouchers, etc.	Caseworkers in the Tri-Cities office routinely never return phone calls, letters, etc.	Individual counseling or psych evaluation provider.
Return my calls. Get information to me.		Individual foster care or relative care provider.
Once my phone calls are returned, they do what they can to help with the needs I have at that time.	Return phone calls in a timely manner!	Individual transportation provider.
	Far too many changing regulations created by those who know little about working WITH children. Far too many errors on the authorizations regarding rates, dates effective, and promptness in getting authorization completed.	Agency child care or respite care provider; 6 employees.
Makes referrals, sends paperwork.	Standardize authorization for fee payment, each office/region has different process. Need procedures on paper. Often requirements made that were never disclosed in the beginning.	Individual counseling or psych evaluation provider.
I have had wonderful workers! The placement desk is exceptional. Gail is wonderful. Tammy Inselman and Jennifer Gaddis are the best workers I have EVER had!	Provide more classes for foster parents. When foster parents express the need for a child to be moved, do not ask for the child to stay a little longer.	Individual foster care or relative care provider.
Respite care and home finders have been great. Enjoy John Trailer and adoption staff. Kris Randal - Wonderful!	Better communication on cancelled visits. Not let plan for child go past one year time. Horrible experience with [Identifying Data Redacted]!	Individual foster care or relative care provider.
Mike Waller is a very kind and considerate person who always follows through with me.	Nothing at this time.	Individual foster care or relative care provider.
Sometimes helps with back payments with parents. Sometimes.	They need to be more organized with information and payments. The provider line needs to be quicker not sitting on it for 20-30 minutes.	Agency child care or respite care provider; 12 employees.
	Process renewal faster and also new children.	Individual child care or respite care provider.
They try very hard to answer all my questions.		Individual counseling or psych evaluation provider.
Have been here only nine months, most communication with DSHS is with our case management staff not accounting.		Agency child care or respite care provider; 52 employees.
Pay what they are required to do even by their own rules. Don't change award letters at the end of the month so no five absent days are paid, you're really good at that!	Listen, we are here to help the kids, not hurt them! Had one employee, but had to let her go because you don't pay home providers their rightful pay!	Individual child care or respite care provider.
Respond to crisis and return calls.	Have more monies to do their assigned tasks instead of having to do multiple jobs.	Agency unknown provider type; 15 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
All of the caseworkers show me respect, care about my feelings and my time - I enjoy working with them (except [Identifying Data Redacted]).	[Identifying Data Redacted] needs to work on her communication skills and her professionalism. She is probably in the wrong job.	Individual transportation provider.
Staff know who the correct person is for each issue, caseworkers are available and friendly, prompt responses, make me feel part of the team.	Provide an instruction sheet on using clothing vouchers, the store was clueless.	Individual more than one type of service provider.
Some trained personnel have been helpful on getting answers.	Have more trained people available on the provider line - too long of a wait time, and untrained phone support. Billing slips are always missing one or more children.	Individual child care or respite care provider.
Returns phone calls promptly. Is courteous when answering questions.		Individual foster care or relative care provider.
They answer my questions.	Better communication on what days and times parents can bring their children to our day care.	Agency child care or respite care provider; 14 employees.
Not much.	The caseworker could see his clients sometimes. I shouldn't have to remind him to do the paperwork.	Individual foster care or relative care provider.
Always go out of their way to help and explain every aspect of services.	Unknown - They already do more than we can expect with the resources available to them.	Individual foster care or relative care provider.
Can't say - not much contact needed lately.	Respite payments a problem, but seem to be okay now.	Individual foster care or relative care provider.
Not always. Respite care payments are very seldom followed through and paid on time.	I have to call for respite care several times for the same child (pay to respite provider when due).	Individual transportation provider.
	Authorize payments in a timely manner so we are not being paid late. We pay staff - we need funds on time.	Agency more than one type of service provider; 21 employees.
Coordinating information on outstanding invoices and bus passes issued.	Eliminate some paperwork (such as social services notice) since clients bring in authorizations to pick up bus passes.	Agency transportation provider; 16 employees.
These gals are great - Susan Cultrona and Carol Cyr!	Make the payment in an efficient and timely manner. Return paperwork in a timely manner.	Individual adoption support provider.
Prompt response to routine "stuff". Clear communication on processes, appointments, and expectations.	Better processing of ALL documents. Standard reimbursements should not take 3 or more months.	Individual foster care or relative care provider.
Return call promptly. Listens to concerns, gives options, tells us what is happening and will be in the future.	Do more home visits, or at least the required amount (1 visit in 1 year).	Individual foster care or relative care provider.
Adoption workers work very well with us - they are courteous and care about us as people not just caregivers.	Foster Care Caseworkers - return e-mails and phone calls in a timely manner. Communicate all the facts. Follow through - (also the people at the counter are very RUDE and not very helpful. Condescending attitude).	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They try to answer most of my questions, and if not they do the best they can.	Have more people help those waiting in line.	Individual foster care or relative care provider.
Very friendly. They return calls. Work out problems. Seem sympathetic when problems come up.	Sometimes parents say they would like to see workers a little more friendly.	Agency child care or respite care provider; 22 employees.
They have always been very helpful to my needs.		Individual adoption support provider.
Unfortunately, we are not very impressed with DSHS, however, they try to help WHEN contacted on the phone. One good thing they do is a picnic for foster parents.	Respond quicker to phone messages. Sometimes there is no response. Keep the same caseworker on each case. Train new workers better before putting a child's future in their inexperienced hands.	Individual foster care or relative care provider.
Some return calls and e-mails. Most do not.	Better communication and in a timely manner.	Individual foster care or relative care provider.
I have had [Identifying Data Redacted] for a year this month. I still haven't had feedback as to why I haven't received her birth certificate or adoption procedure.	Follow-up on information requested!	Individual foster care or relative care provider.
Provide for the children!	Talk to us directly, not through a machine or answering service. Respond to messages ASAP.	Individual child care or respite care provider.
They have made my job feel important.	Return phone calls within the same business day - 2 days later is not timely.	Individual foster care or relative care provider.
I appreciate that the workers attempt to do good work under very trying conditions. I realize they are under enormous stress.	Psychologists/Certified sex offender treatment providers are treated horribly. We work at Redwood Center to begin with, and are now asked to accept reduced overall per case payment with no decrease in quality or liability. You will lose the good providers (we are already leaving reluctantly). Psychologists have had no increase in fees forever.	Individual counseling or psych evaluation provider.
Region 2 returns calls quickly and I appreciate phone calls stating parents are approved for care. Better notification on "end care" in last year also.	RAISE rates of pay!! It is difficult to accept parents on DSHS because of low rates. In my county there is a great deal of DSHS clientele. The rates do not keep up with cost of living.	Individual child care or respite care provider.
Most staff are very patient with questions. Cari Skaar has been great. She went above and beyond to help me understand billing.	It seems like billing should work differently. There are often many errors regarding number of units, half and full time or age based rates. It makes a confusing process even more so.	Agency child care or respite care provider; 20 employees.
Like auto-submit of invoices by telephone - efficient and easy.	Consolidate mailings to address in same envelope. I get 3 medical ID cards for foster kids in 3 separate envelopes, seems like a waste of postage and inserts and envelopes.	Individual foster care or relative care provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Payments are done in a timely manner. Paperwork (for me) is kept to a minimum.	This year DSHS required that they be put on my professional liability insurance policy as an "additional Insured" which increased my annual payment over 100%! This caused me to increase my rates and the only real winner is the insurance company! This is my only complaint.	Individual other care provider.
Vancouver office is great. Spokane needs work.	Politeness would help.	Individual more than one type of service provider.
When they DO provide information it is very thorough.	Respond to requests for information in a more timely manner. Return calls also.	Individual counseling or psych evaluation provider.
Worked well with visitations for Mom and son.	Things have gone well.	Individual foster care or relative care provider.
	Visit our child in foster care more often to check on his situation. DSHS could return phone calls more often, too, from parents.	Individual transportation provider.
Call back quickly.	Nothing I can think of.	Individual foster care or relative care provider.
Responds well to telephone calls.	I am very satisfied.	Individual adoption support provider.
Responds promptly to questions via phone.	Nothing I can think of.	Individual foster care or relative care provider.
If not certain about paperwork they call and get it straightened out.	Totally satisfied.	Individual transportation provider; 12 employees.
Maintain efficient communication.	Not sure.	Agency more than one type of service provider; 3 employees.
We are pleased with service.	We have no complaints.	Individual foster care or relative care provider.
To get child placed, then from there it's hard to get services.	Get rid of ECP's and pay a treatment foster home the same rate as group care and BRS if they provide wrap around services \$4,500 instead of up to 9,000.00 or higher. Who makes final decision on rate of pay? [Personal Information Redacted].	Individual foster care or relative care provider.
Return phone calls.	Provide more training.	Individual transportation provider.
Prompt answers - taught me how to use the telephone system.	I think they are great.	Individual child care or respite care provider.
During meetings our questions are answered, and we are given the time to give our input.	Provide better help by phone. Answer with courtesy and respect. Unfortunately, when we call we are told that parents need to do the calling. When parents call, they are told that the provider needs to call. We can never guess.	Individual child care or respite care provider.
I have one caseworker who seems to know how to deal with the most cases, so I contact her with problems.	Answer the phone every time I call, and fix problems after the first time I call. Sometimes it takes 4 or 5 calls.	Agency child care or respite care provider; 25 employees.
It's not consistent. It depends I guess on who answers the phone. Some are very helpful, others are not.	To make sure I'm informed beforehand whether or not a client will qualify before the month starts and I've continued services.	Individual child care or respite care provider; 2 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Always call back.	Consistency of social workers could be improved. It takes too long to get things done.	Individual foster care or relative care provider.
Keeps me informed about child in my care.	Call more and inform on paperwork. From King County - took 7 months to receive payment for 1 day.	Individual child care or respite care provider.
They listen, try to problem-solve. Support me and payments on time.	Notify foster parents of upcoming court dates for our children and results of court hearings.	Individual foster care or relative care provider.
Yes.	Can I take Medical coupons as a LMHC? If not, could you make this possible so I can work with more of your clientele?	Individual adoption support provider.
Very available to answer questions or just listen. If out when I call they return calls quickly, in less than 24 hours.		Individual foster care or relative care provider.
Always very helpful with most things.	It would be helpful if they could answer their phone faster.	Agency child care or respite care provider; 13 employees.
They have tried very hard to cut wait times down both in office and for our payments.	?	Individual foster care or relative care provider.
We're new, but I thought the foster training was well done and our licensing went fairly smoothly.	Improve training of social workers - ours seems to be clueless most of the time - it's been very frustrating. I'm not sure we'll foster again because of this reason.	Individual foster care or relative care provider.
	Being able to e-mail our questions.	Agency child care or respite care provider; 75 employees.
	Being able to e-mail our questions.	Agency child care or respite care provider; 75 employees.
Payment is prompt and reliable (thanks)!	Treat foster parents with dignity and respect. We're parents. We don't run a kennel service for kids.	Individual foster care or relative care provider.
So far I have had no issues. Nothing to complain about.		Individual foster care or relative care provider.
My caseworker always tries to give me every help I need in raising my boys.	Caseworker needs to be better organized, she loses paperwork often, has trouble with her computer, pays late on respite, etc. She's not a desk person.	Individual foster care or relative care provider.
Call me. Return calls. Give information on referrals. Give feedback on reports!	Not require caseworkers to overload clients with services. Some have 5 - 6 at the same time. Taking the bus assures services will be deleted.	Agency counseling or psych evaluation provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Most of the workers are great people to work with, and a couple supervisors need attitude adjustments. Some adolescent workers need to readjust their ways of thinking - foster parents give them placement and can refuse them placement - RESPECT IS EARNED!	Faster pay time. It should not take 4 plus months for payments. This has always been a troubled area! If social workers/or supervisors had to be held responsible with discipline it would fix the payment problem.	Individual child care or respite care provider.
Adoption support staff have been prompt in responding to authorization for services and re-authorization.	Develop an understanding of children with attachment disorders and advocate for appropriate services and treatment.	Individual more than one type of service provider.
The social workers were encouraging and gave me their confidence.	In filing for my foster parent license I found that the licenser was not allotted enough hours to do her work in a timely fashion. She was only part-time employed.	Individual child care or respite care provider.
Social workers here in Wenatchee are awesome to work with. Very caring and professional. Am very appreciative of the payment system. Excellent! Really ENJOY our working relationship.	Am VERY concerned that private counseling services are being cut. These people NEED mental health care and assistance to PREVENT more serious problems later!	Individual counseling or psych evaluation provider.
Not really anything - always quite rude.	Better phone system. Not put down our company. Fax things - others do!	Individual child care or respite care provider.
They answer all my questions and concerns in a very timely manner.	Better dental care. Less recorded messages - I like to talk to people not machines.	Individual foster care or relative care provider.
The information is arriving with the children and some of it is filled out. Payments are getting more timely.	Do not just give catch phrases - "Funding shortages"- assist us with problem placements. We are still willing to work with and try to help. Do not make us have to displace them, making more placements and costing increases to DSHS' already short funds.	Individual case management provider.
The social workers are almost all very polite and helpful, as flexible as possible and grateful for my help/work. SPSS system is awesome.	Unit supervisors (who blame area administrators) are slow and obstructionist in signing my bills. I have many that are still not paid after 6-9 months. The worst is getting bills processed.	Individual counseling or psych evaluation provider.
	Offer (and provide) clothing vouchers for foster children. Answer phone calls sooner - return messages.	Individual transportation provider.
Very nice - very resourceful.	Could be a little better communication, i.e., upcoming court dates and visitation schedules.	Individual foster care or relative care provider.
Provides information.		Individual child care or respite care provider.
Responsive to urgent needs.	Make payments more promptly - waiting over 1 month for travel reimbursements. Get paperwork right the first time!	Individual foster care or relative care provider.
	Quicker pre-authorizations.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The people who have built a relationship with us are great - they seem to bend over backwards.	Act like they like their jobs - sometimes some of the workers act very put out when I call.	Agency child care or respite care provider; 25 employees.
Work to solve a problem.		Individual child care or respite care provider.
Placement Coordinator - Rachel Dass - is very helpful. Front office staff - polite and helpful. Caseworkers - 50% good, 50% don't care.	Foster parents spend a large amount of time with foster kids - caseworkers could listen to what we say about them (their behaviors, their fears, etc.).	Individual foster care or relative care provider.
Judy is so helpful and follows through on everything.		Agency transportation provider; 80+ employees.
Gives information when needed on parent's childcare.	Nothing.	Individual child care or respite care provider.
Quick to respond to questions and phone calls. Always respectful and considerate of my feelings.	Have someone available to answer questions when social worker is not there - i.e., only works 3 days a week, etc. More frequent updates on cases, even if nothing changes.	Individual transportation provider.
The e-mail system works well, usually.	Be respectful! Realize that every provider who calls is not being untruthful Our center's staff is very trustworthy. Treat us with respect!	Agency child care or respite care provider; 25 employees.
They remove children from unsafe situations. They usually care about the kids. It would really help to have a list of people in the department listing who we should contact for what.	Provide more communication in terms of what's going on with the child (status of parents, relatives, etc.). Be more responsive overall. Act like foster parents are important.	Individual foster care or relative care provider.
They listen and help me get what I need for my foster kids.	More time efficient - things take too long.	Individual foster care or relative care provider.
Some caseworkers go out of their way to help...some don't.	Not answer phone calls. Not pay for respite in a timely manner. Some caseworkers are rude to me.	Individual foster care or relative care provider.
This survey is a start to improving the system.	Audit their case managers, come up with a system that works with the provider as a team, better communication with information, information sent in a timely manner, follow through when entering information so all kids show up on the payment voucher.	Agency child care or respite care provider; 23 employees.
Most of the time when I call your staff is very helpful and courteous. There are a few times that I get someone who is not very professional.	Not to have a person on hold for 1 hour or longer.	Individual child care or respite care provider.
Yes. But sometimes I will get the wrong information from the workers.	Some workers are not willing to answer the questions. It seems to me they just want to hang up the phone. Please have them say their names when they pick up the phone.	Agency child care or respite care provider; 60 employees.
The caseworker is not interested in my boys. The staff, the people that answer the phone are nice.	Have someone to answer the phone calls for your caseworker. Sometimes it's months before they call back.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Provide insight and assistance in how programs work.		Individual counseling or psych evaluation provider.
Treats you like a person! The bookkeeper, Linda Jensen, is always available and takes the time to review all payments. She is outstanding. Thanks, Linda.	Keep information for each section. The referral process could be helped by the appropriate paperwork being completed by all caseworkers.	Individual more than one type of service provider. Agency family preservation services (IFPS) or home based provider; 3 employees.
Payments are generally timely.	Let us complete invoicing on-line.	Agency more than one type of service provider; 50 employees.
Fixing mistakes - (ours and theirs). Sandy Fawcett always returns calls.	Billing is a nightmare! Can't you go to rounded numbers? Also, keeping co-pays straight - not changing them AFTER they've been assessed.	Agency child care or respite care provider; 20 employees.
	One person in each office could be designated to process payments. My payments are received 3-5 months (on average) after services are provided as individual workers are responsible to submit paperwork so I can be paid.	Individual counseling or psych evaluation provider.
Direct to things needed for children in placement and foster parents' questions attended to.	The paperwork/background checks - a lot faster service needed, offer more services for placement or emergency placements of children.	Individual foster care or relative care provider.
Provides helpful background (and opinions/observations when needed) in order to complete psychological evaluations.		Individual counseling or psych evaluation provider.
Give placements of youth services.	Pay me on time without a lapse in payment.	Individual foster care or relative care provider.
Return calls in timely manner. Courteous.		Agency counseling or psych evaluation provider; 2 employees.
Once they are gotten ahold of, all the workers have performed adequately - always - some are better than others. We truly got the feeling that their caseloads are too great. We LOVE to see our caseworkers each month - very necessary.	Make sure our payments for children, mileage, etc. are received without repeated requests (foster care assessments done on time so payments are not delayed). Also, make foster parents aware of all services available to children in their care.	Individual foster care or relative care provider.
I feel like Homefinders tries to "match" the foster children with the foster families and Homefinders seem more supportive than other employees.	There could be a lot more support for foster parents (i.e., family counseling, positive reinforcement from the local office). An "Attaboy" once in awhile would be nice.	Individual more than one type of service provider.
My direct deposit payments are always on time - it is so nice to never have to worry about that. Thank you!	Nothing I can think of. I have always been treated well. I wish there was something I could do for DSHS.	Individual foster care or relative care provider.
Moses Lake office is extremely quick and efficient.	Increase reimbursement rates. One dropped from \$90 a session to a very low \$70 per session.	Agency counseling or psych evaluation provider; 2 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Be there when I need them to [help]!	Straighten out the workers and staff at that Lynnwood office - do you have to be stupid to work?	Individual foster care or relative care provider.
Provide needed services.	Submit payment approval same day as placement. Very important!!	Individual foster care or relative care provider.
Give good information.	Call me sometime - I am ALMOST ALWAYS the one to call.	Individual foster care or relative care provider.
Call back.		Individual foster care or relative care provider.
Good contact with agency, wholehearted support of my psychotherapy.	Nothing - it goes very well.	Individual adoption support provider.
Allow me to work at finding what works best to help these children be successful.	Answer their phone! Some caseworkers use their position to Lord it over you, treating you like a scumchizey. (I think it is just those that are insecure with themselves).	Individual foster care or relative care provider.
We have two of the BEST social workers, they are great.	We have had TONS of problems with the licensing department - I don't think they know what they are doing - they "forget" us and then it becomes OUR problem, they don't do their jobs! I don't think we even have a licenser over our home at this time.	Individual foster care or relative care provider.
Respectful, responsive, professional - always respond when I request support/answer. Usually very good.	Let me know if they find out any change in status of clients. Will affect my appointment with client in advance of appointment.	Individual counseling or psych evaluation provider.
Most of my interaction is on the childcare provider line. I do my best to be patient, courteous and respectful. I know how busy they are. I've been treated very well in turn. The workers do their best to help me with every issue I've called about.	When a parent is expiring their paperwork is not always timely. When they don't get renewed in time it results in me not getting paid for a week or so and the parents on DSHS can't afford to pay my rate. Also, when a parent leaves without notice I have no time to fill their spot and they have not given a deposit so I'm out of luck.	Individual child care or respite care provider.
Indian Child Welfare Unit - very poor and inept. No consistency.	I am RARELY contacted. We have had 6 caseworkers in 3 years. This is ABYSSMAL and my foster child has suffered as a result. No stability. No security. Keep your employees satisfied!	Individual foster care or relative care provider.
	Call Center - customer service, staff needs training on services they offer and general manners. Response time is unacceptable.	Individual child care or respite care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Some call centers are better than others in this regard. Social workers and some call centers are friendly and try to find answers for my questions. Short hold times and classical music make waiting on hold less irritating (smiley face).	Willingness to find answers and return calls if necessary. Also, standardized language/procedures among call centers would be great (i.e., case number vs. application number vs. client ID number vs. client last name or social security number - we don't always have client ID number or social security number).	Agency child care or respite care provider; 250+ employees.
30% plus of my income is for State pay day care children. Sometimes everything goes as it should. Right now I've been waiting 6+ weeks to get paid for a child starting December 1st. Not one piece of paper from the State with this child's name on it.	OK when I actually get to talk to a human being. Answer the phone - no voice mail. Get state pay day care rates up to par with Western Washington. Return message/calls within hours, not days.	Individual child care or respite care provider.
Most caseworkers are very helpful in getting background information and response.	Be more efficient in paying invoices. Pay therapist fees comparable to the market. Expect too much consultations and reports for contracted fee. Encourage mental health professionals to be trained in foster care issues.	Individual counseling or psych evaluation provider.
Provide adequate information.	Accounts payable is too slow paying the bills.	Agency counseling or psych evaluation provider; 6 employees.
	Timely, accurate payments. Respect. Be open and honest. Stop being secretive. Stop retaliating. Cease acting as if "you're in this for the money".	Agency more than one type of service provider; 10 employees.
Once things were put in place, DSHS was reliable and consistent.	?	Individual adoption support provider.
Some workers are really great to work with - others act like we as foster parents don't need to know certain things about our foster children!	Not talk down to the foster parents. Take a look at all you are asking us to do besides taking care of the children, and all their appointments. Then look at the pay - it doesn't even cover the children's expenses.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	As a [Personal Information Redacted], it is part of my job description to advocate for my families - all of my families are income eligible. When I worked [Personal Information Redacted] I worked with case managers at DSHS CSO's to assist my parents with responses. Now in [Location Redacted] - case manager are not working with me at all. In fact, I have never had so much difficulty as I have in advocating for families, particularly the [Location Redacted]. Every [Personal Information Redacted] application grants me permission to talk to DSHS about income and other benefits given at DSHS - but now it seems that DSHS is trying it's hardest not to help families, but rather to deter them from even applying for benefits and I can't even help advocate for my families anymore. It's completely demoralizing for my families and myself to be treated so horribly and I am starting to feel powerless to help. Sincerely, [Personal Information Redacted].	Agency child care or respite care provider.
They cover their ass, and don't really care about much else in the really big picture when it honestly boils down to it!	Be more readily available. My worker is part-time, 3 days a week - the kids are 24/7 and all special need!	Individual foster care or relative care provider.
When we are able to get social security notices or data input screens sent to us.	They need to know what they are doing. I have dealt with the state for 15 years and know more than some of them. Also, if a supervisor is to call you back they need to call back.	Agency child care or respite care provider; 22 employees.
SOME of your representatives are very helpful and polite. Others are inconsistent and downright rude. Some people are excellent - some awful - not much in between. Good communication and follow-up. Depends upon worker.	Follow through on cases we have called on so we do not have to repeatedly call. Train your call centers workers so answers and solutions are consistent.	Agency child care or respite care provider; 21 employees.
Pleasant to talk to. Like receiving a list of children served with the check.	Return calls. Be responsive. Listen. Be supportive. Be respectful and courteous.	Individual foster care or relative care provider.
	Send subsidy notices on time, not months after the fact.	Agency child care or respite care provider; 250 employees.
They always listen to the kids and try to help them problem-solve.	Get medical coupon and payments for care to us on time. Listen more to concerns about kids in my care.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Mary Lee Doran - is great. She always does her best to help solve my issues.	Could use at least \$100-200 more per year for clothes for the boys. Could provide more transportation.	Individual transportation provider.
Team meetings.	Treat foster parents with respect. Share ALL information on kids.	Individual foster care or relative care provider.
Assist in anything I need.	Update notes for foster kids. Have e-mail contact with caseworker.	Individual foster care or relative care provider.
Provide training.	Communication and follow through. Do what they say they will do. Foster care for past months not paid for on time.	Individual foster care or relative care provider.
Responds to requests promptly.	Hire more caseworkers, they seem overworked. Keep in better contact with us, it seems they only get in contact with you after you request it.	Individual foster care or relative care provider.
Carol Cyr was very responsive to the adoptive parents and my concerns and questions. Carol was, and is, an encouraging and very supportive contact. Thank you!	N/A.	Individual adoption support provider.
	Answer the phones - get rid of voice mail. If you're not there when they call you, you never get a call back or get your question answered.	Agency child care or respite care provider; 100 employees.
Put you on hold - tell you to call back. Their policy is "No news is good news."	Provide most assistance to children in long term care - this is the group of forgotten world children.	Individual more than one type of service provider.
They are good about letting me know if a parent is approved for childcare or not.	Send me more information when a child is terminated.	Individual child care or respite care provider.
Cover up and do not communicate with foster parents.	Be more open with foster parents.	Individual transportation provider.
Nothing - they steal your license and respect.	Get good social workers that don't feel like they are God.	Individual foster care or relative care provider.
Rachel Doss - cares and places kids and families accordingly.	Caseworkers should listen to foster parents sometimes.	Individual transportation provider.
The automated payment system is the greatest.	When referring a client, make phone contact about what is needed, followed with a mailed professional services referral form and brief letter describing services, with clients phone number so we can contact them for an appointment.	Agency counseling or psych evaluation provider; 7 employees.
Quick to remedy problems with payments.	Respite payment take "forever".	Individual foster care or relative care provider.
I have a good caseworker - she quickly responds when I need help.	The Lynnwood receptionist is not helpful or polite on the phone or in person.	Individual foster care or relative care provider.
Personal care - remembers your name, etc.	Nothing at this time.	Agency child care or respite care provider; 5 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Return phone calls promptly; pay invoices promptly; willing to meet and coordinate effects. Prompt response to crises, problems.	Decentralize - keep as much as possible local as the people here know our community and how to work with clients and providers in an efficient manner.	Individual family preservation services (IFPS) or home based provider.
Seattle is great. Tacoma is VERY dysfunctional. Everett is scary - decision-making on kids - high risk office.	Address issue of multiple failed family reunification attempts with big families - increasing risk and time kids in system.	Individual unknown provider type.
Some staff are professional and courteous.	No 20 minute waits for service and train all staff on customer service.	Agency child care or respite care provider; 10 employees.
Payment issues, though sometimes slow, are usually resolved fairly quickly. Caseworkers and supervisors could treat foster parents with a lot more sincere respect.	See above [Caseworkers and Supervisors could treat foster parents with a lot more sincere respect.] - Foster parents know more about the kids than anyone. They should be consulted more and their input should have more influence on planning.	Individual more than one type of service provider.
Usually prompt with paperwork and processing claims.	Follow up more quickly on inquiries regarding my claim and find ways to reduce amount of time on hold when phoning.	Agency child care or respite care provider; 25 employees.
Depends on caseworker - some provide more helpful information.	Respond to phone calls (provider and children), update provider on status of case on regular basis.	Agency group residential care provider.
I like the call center. It is hard for CC and for us when we cannot sit by the phone? Wait for a return call.	Fix the date sensitive issue with end dates in the middle of month. Allow center directors to e-mail information and inquires about eligibility of clients.	Agency child care or respite care provider; 11 employees.
They stay on the phone until the problem is solved.	Return calls the same day.	Agency child care or respite care provider; 40 employees.
Depends on social worker. Some are great. I get a quick response to phone calls. They keep me informed. I get regular contact.	Better monitoring of all social workers. Have a place to call with concerns regarding social workers.	Individual more than one type of service provider.
Responsive to requests most of the time.	Better follow up on some important issues.	Individual foster care or relative care provider.
My experience is that the people at DSHS have always been kind and courteous.	Unfortunately, the system is SO broken that you're all doing the best you can with what you have to work with.	Individual transportation provider.
Explain issues, pleasant on the phone, suggests appropriate alternate solutions.	?	Agency child care or respite care provider; 10 employees.
They are getting better.	Just be nice and try to help.	Agency child care or respite care provider; 20 employees.
After phone-in treatment, claims paid quickly.	Phones are a nightmare to get through. Too many times get a busy signal when calling. Need more staff.	Individual counseling or psych evaluation provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very courteous. Work with their clients well to call me back - with coverage information quickly. Very nice.	Provide paper backup for changed co-pays. Currently find out in invoicing process, which is after fact and can be a hardship on client and me in collecting. [Personal Information Redacted].	Agency child care or respite care provider; 60+ employees.
Tom Than is wonderful and so is Shirley. They are also very helpful with any question.	Foster care takes forever to get some payments. Especially for those kids I only have for a few days.	Agency foster care or relative care provider; 20 employees.
Yes. They are able to answer any questions I have.	Make certain that the paperwork is correct before sending it.	Agency child care or respite care provider; 3 employees.
DSHS has never provided support when it was needed.	I would like to see some changes but I don't like to be chastised for my suggestions.	Individual foster care or relative care provider.
Once all paperwork is done, payment is very timely and correct.	Answer and/or return phone calls. Have a published guideline for eligibility. Being polite, kind and understanding, especially on phone.	Agency child care or respite care provider; 6 employees.
Prompt with paperwork and payments. I like the telephone invoices.		Individual adoption support provider.
Gets us to the right people or department to get the help or information we need.	More staff.	Individual foster care or relative care provider.
Provide ample background information.	Send records in more timely manner (Kitsap). Be more attentive to reminding clients - re: appointment to decrease "no shows" (Pierce).	Individual counseling or psych evaluation provider.
	Follow ups and follow through. I think parents are given too much time to get it together and the child is put in a hard situation.	Individual foster care or relative care provider.
	Be more responsive to my phone calls, respect my time schedule and be more forthcoming with information on the children's status.	Individual foster care or relative care provider.
The past couple of years has become difficult to communicate directly with a DSHS staff. I have cut down to only accepting 2 DSHS funded kids. Phone waits are as long as 45 minutes.	More open communication. Quicker turnaround on authorizing kids. Requiring parents and DSHS to give providers notice before quitting.	Agency child care or respite care provider; 12 employees.
	Return calls more efficiently.	Agency foster care or relative care provider; 8 employees.
They are always willing to check on facts and look things up. They help us to correct errors.	Call back sooner. Not put on hold for so long. Direct line for providers.	Agency child care or respite care provider; 20 employees.
	Maybe answer voice mail more often.	Individual foster care or relative care provider.
Very open to new ideas to make getting the job done easier and more efficient.	Better response time. Phone calls don't get returned a lot of the time. Also, things aren't being done even when told "I promise" repeatedly.	Agency family preservation services (IFPS) or home based provider; 20 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Send notifications to provider about changes in coverage in a more timely manner. Make wait times on the provider line SHORTER.	Agency child care or respite care provider; 50 employees.
Not much at all - Little to no support for a foster parent.	Provide support for foster parents. Ensure timely payment - make it so you don't have to fight to get your money when providing quality care.	Individual foster care or relative care provider.
Generally I have to research on my own, then make specific requests.	Provide more detailed information without being prompted.	Individual foster care or relative care provider.
Screw-up. Make it difficult for foster parents and for private agencies to work collaboratively with DCFS staff.	Train staff properly. Put people who know the programs in decision making positions. Have staff respond in a more timely manner to resolution of problems.	Agency foster care or relative care provider; 6 employees.
	Make timely renewal authorization to avoid payment delays. 6 months late is NOT acceptable.	Agency more than one type of service provider; 22 employees.
I feel DSHS should work with the foster parents more. There are good foster parents and bad ones, I feel more bad than good.	Most children that come in to foster care have so many problems, and my feelings are DSHS have no idea how much work foster parents do to try and help these kids.	Individual foster care or relative care provider.
Returns phone calls, provides necessary information.	Have more caseworkers so each one can have the time necessary to work with each child, family, and foster parents.	Individual foster care or relative care provider.
Remembers who I am. Returns calls. Can be slow sometimes, but each one tries to solve the problem or answer my questions promptly.	Find answers to drug use immediately, instead of weeks later. Do DNA in a timely manner so proper parental involvement can be addressed.	Individual transportation provider.
Providing resources.	Weed out poor social workers - two I've had are very good, one was poor. I couldn't trust him.	Individual foster care or relative care provider.
The caseworkers we have worked with have been very good about responding to phone calls.	Stay in office more. Don't have so many meetings where everyone is gone from office that is important.	Individual foster care or relative care provider.
Half are nice and professional, other half are rude and should be terminated. To be honest I can't think of anything they do well except frustrate parents and providers! I'm sorry, but it's really true, and very unfortunate.	Everything! There's not enough room here to write all the things - basically, it's everything from taking calls, to helping fix mistakes, to getting parents award letters - it's all red tape and unorganized.	Agency child care or respite care provider; 1,500 employees.
Not much personally. Have no clue of what they are doing. Most can't even speak English well.	Letting us know when a client is terminate before parents have a chance to walk off without paying.	Agency child care or respite care provider; 2 employees.
Phone numbers of clients are often wrong.	Gate keepers do not sign off on providers logs to authorize payment. It takes sometimes just under 60 days to get paid.	Individual other care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Uses services, provides clients.	More consistent reimbursement for services. More consistent protocol and expectations with evaluations. More flexibility on increase or decrease of service needs/levels.	Individual counseling or psych evaluation provider.
Most staff are respectful, courteous and helpful.	Be more consistent on date authorizations are allowed for. Example: 90 days, 6 months, etc.	Agency child care or respite care provider; 52 employees.
They have always worked hard to get any difficulties I have had worked out as soon as possible.	Respite reimbursement - I have personally paid my respite provider for the past two time because she didn't get paid in a timely manner. These respite visits were in August and October and I still haven't been reimbursed.	Individual foster care or relative care provider.
Polite, direct to point, responsive, return most calls, send appropriate information when needed.	Have a better "in-house" follow through from receiving completed reports to payment processing.	Individual adoption support provider.
Nothing! They are rude almost always and seem not to care.	Actually help people instead of giving them the endless runaround.	Agency child care or respite care provider; 27 employees.
Payment supervisor, Sandy Andrews, really knows her stuff.	Have workers know what's going on with payment issues and how to resolve them.	Individual foster care or relative care provider.
Caseworkers in Adoption area return phone calls very quickly. Other areas seem to take longer. E-mail messages seem to go quicker.	Work on expediting court orders for surgical procedures.	Individual transportation provider.
Provide subsidies to the working poor.	Phone wait is often excessive. Make parent review process simple. Parent form says "mail in information and you're done"; often this information does not satisfy reviewer and lapse in care can occur.	Agency child care or respite care provider; 8 employees.
Yes.	Provide a list of contacts.	Individual adoption support provider.
Quick response to all questions. Very knowledgeable about programs.	Nothing.	Individual adoption support provider.
Listen and do their [best] to provide our requests or problems.	I have no complaints.	Individual adoption support provider.
Calls back promptly.		Individual adoption support provider.
I like the Bellingham office. It's easy to talk to a real person and helpful.	Some caseworkers making sure paperwork for payment is done and updated on time without begging for it.	Individual more than one type of service provider.
My local office returns calls in a timely fashion. Always seems to listen to my input of how the child is doing.	Have medical voucher/coupons available at time of placement - often children need care ASAP, foster parents need to pay or sign a promise note for care.	Individual foster care or relative care provider.
Sheila Martin looks out for our safety and best in concern with parents.	Provide current list of respite contacts to enable us to use our time.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Be more available.	Individual adoption support provider.
Although we seldom have called, adoption support was helpful and courteous and helped us get the counseling our child needed.	We have been waiting for 6 months to see a psychiatrist and find that none will take DSHS patients.	Individual adoption support provider.
Yes, absolutely.		Individual adoption support provider.
Adoption Support is very helpful and listen to my inquiries.	I am satisfied with adoption support and what they have and are doing with my child, and for her.	Individual adoption support provider.
Some do, some don't.	Work together for the children.	Individual adoption support provider.
Keeps me informed of changes that will affect my family.	I do not know what can be better done, as DSHS does well always.	Individual adoption support provider.
Never had a problem.	So far nothing, doing a great job.	Individual foster care or relative care provider.
Answers my calls right away.	Okay at this time.	Individual adoption support provider.
Pay services promptly.	Return calls quicker.	Individual adoption support provider.
Depends on social worker and say no.		Individual foster care or relative care provider.
One particular caseworker, Heather Howell from Smokey Point DSHS, has been so kind and supportive words cannot do her justice.		Individual adoption support provider.
I like being able to e-mail the social worker re: our foster kids (visits, illness, etc.).	Can't think of anything.	Individual foster care or relative care provider.
Explain services we qualify for.	CPS was a nightmare.	Individual adoption support provider.
Answering question - processing requests easily.	More flexibility in program - more proactive in offering services.	Individual adoption support provider.
The supervisors listen when I call and assure and encourage me in my role as a foster mom.	Foster care caseworkers should return phone calls and get our payments in on time. Be honest when we take a child in, they DON'T know the timeframe - or don't give out dates that they can't hold to.	Individual adoption support provider.
Staff helps to make sure services are provided when needed with many options available.	I'm completely satisfied with all the help that's provided for my granddaughter.	Individual adoption support provider.
Not much contact. Keeps adoption support checks and medical coupons arriving on time!	Make sure special needs medical appointments are approved quickly.	Individual adoption support provider.
Medicaid and payments are timely.	Print website address on Medicaid coupon. Easier access to providers. Wider provider access.	Individual adoption support provider.
Everyone I have worked with at DSHS has been great. Very helpful and professional.	When our daughter was foster she had supervised visits (using Gateways). The people at Gateways were very unprofessional and I have not one good thing to say about any of the service they gave (sad face). I have spoken with other foster parents that have similar feelings about the quality of service Gateway provided.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They help me when I have problems with co-payment and just about everything else - Thank you Diana Rogers.		Individual child care or respite care provider.
If I've had a question they are very courteous and responsive - Some are extremely helpful - others do not have a clue (example: open coupon - very - extremely limited as to medical care).	Adoption - be better informed in "All" areas. Most have no idea how the open coupon for medical works - they assume it is the same as the DSHS coupon. They do not know that most doctors do not accept this.	Individual adoption support provider.
DSHS has been a support system for me financially and emotionally.	Nothing.	Individual adoption support provider.
Miss Sandy at Region 5 helps us. She is great (Providers line). Most Region 5 care is just great.	Make sure SSN arrives at the centers with providers.	Agency child care or respite care provider; 22 employees.
E-mail has proven to be timely and effective in dealing with questions, problems, etc.	I have a really big problem getting my respite provider paid, eventhough my caseworkers turn it in. I am waiting for a November 5, 6, 7 respite payment. I have e-mailed to find out what the problem is. No one can tell me. I have always had problems with respite payments.	Individual transportation provider.
Flexible and responsive to change in needs/services.	Better response time. Call back without having to call/e-mail several times.	Individual adoption support provider.
Adoption support has been great, but foster care has some problems.	Listen more to our needs and wants and not just what they want. This is for foster (not adoption) support complaint.	Individual adoption support provider.
Listen/offer resources. In my opinion, DSHS goes the extra mile with parents whose children are in foster care. It has been my experience that DSHS generally does their best to reunite families.	In my 3 years of being a foster/adoptive parent I have had the privilege of working with wonderful social workers. The adoptive process took a long time.	Individual adoption support provider.
There is always someone that will help you anytime you need help with problems that come up.	In my case all has been great.	Individual adoption support provider.
Helping me to pay this \$6,000 Orthodontics bill.	Continue to grant the finance for this bill that is owed.	Individual adoption support provider.
All staff members I have talk to regarding questions have extended excellent service.	N/A.	Individual adoption support provider.
It depends on the staff person. Sandy Greenup and Aaron Washington are worth their weight in GOLD!! [Identifying Data Redacted] should be fired.	Regional staff return phone calls. Have a supervisor to call if response or lack of is unacceptable. (I know you need a lot more staff and money). CPS won't ever return calls.	Individual adoption support provider.
Nothing!	Be there to answer questions or have someone there to answer the phone.	Individual more than one type of service provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Put contact information on warrants. It's difficult to track someone down to change my mail address or phone number.	Individual adoption support provider.
Very cooperative.	Help me with kids' school expenses and summer camps.	Individual adoption support provider.
I really appreciate and depend on the adoption support checks and the medical coupons.		Individual adoption support provider.
Return calls - respond with accurate information.	Learn resources out there or general numbers to refer to.	Individual adoption support provider.
They have a polite voice, answer my questions, and find any information I need. Thank you!	Nothing I know of.	Individual adoption support provider.
I almost never have contact with DSHS staff.	Have better information available when checking on services.	Individual adoption support provider.
	Would like a contact number, so if I need to reach someone I could - no phone number on my statement (voucher).	Individual adoption support provider.
I no longer have contact with the staff.		Individual adoption support provider.
	Return calls. Not be annoyed when we ask why our payments are three months late. Respect OUR time as we respect yours.	Agency other care provider; 13 employees.
Genuinely cared about our kids.	Communicate in a more timely manner.	Individual adoption support provider.
Adoption support is great!		Individual adoption support provider.
Explain what I need to keep my services and help to expedite matters when I forget and run late on paperwork.	Perhaps give cost of living raises to needy children as they do with their elderly clients or disabled clients.	Individual adoption support provider.
Assists with adoption support services.		Individual adoption support provider.
Checks are sent in a timely fashion. Medical coupons are always on time.	Communicate! I have several questions that I have tried to seek answers to for months and have been unsuccessful.	Individual adoption support provider.
They keep me posted in letters and phone calls. Communication is good.	Nothing.	Individual child care or respite care provider.
They provide a grant (small) for my 2 grandsons and medical for them.	Because I take care of my grandsons and receive a \$440.00 grant monthly. Why should my income stop them from getting food stamps?	Individual transportation provider.
Shari Thaut helped a lot by understanding the adjustment period of an adoptive family. Could be years of help that is needed. Keep that in mind.	Have or develop an agency exclusive for the counseling needs of foster and adoptive children.	Individual adoption support provider.
Only on occasion I have contacted the adoption support office. I have gotten support for my children on counseling, ortho. work.	Re-evaluate adoption support in order to offer support to changing needs of the adoptive child.	Individual adoption support provider.
Timely checks.	?	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Counseling for parent/foster parent.	Individual adoption support provider.
Personable, work hard and many hours beyond expectations.	Timelines and reduction in staff cause caseworkers to become "pushy" or manipulative because they can't find other placements.	Individual foster care or relative care provider.
Give me whatever information they have.	Pay on time. Have less "punitive" rules.	Individual adoption support provider.
Hire people like Damian Lonnee in Bremerton adoption unit! He is great.	Look at employees by performance not seniority. Some workers should not be there!	Individual more than one type of service provider.
Gets support to us on time. Good communication.		Individual adoption support provider.
Listens to my questions and answers them or finds it out.	They're great. Jeannette Norris and Kay LaPorte are very helpful.	Individual adoption support provider.
Nothing to me.	Use more caution on these children that they give back to the real parent, and pay more for the children because sometimes you run into bigger problems than you think.	Individual adoption support provider.
Listened to our concerns and problemsolved.	Respond in a timely matter.	Individual adoption support provider.
	Putting themselves in the shoes of the person asking for help. Don't give us a hard time unnecessarily.	Individual adoption support provider.
In the adoption support office, he helped arrange for the payments, let me know what was available to us.		Individual adoption support provider.
My questions have been answered immediately. I have always been treated in a respectful manner.	Return phone calls more quickly. Sometimes I have had to wait 3 days for a reply.	Individual adoption support provider.
Nothing at all - they treat you like a low life, scumbag.	Follow through with what they say. Stop passing the buck to the next person - Hire personnel that have some kind of idea of what they do.	Individual adoption support provider.
I have no real contact with DSHS staff anymore.	?	Individual adoption support provider.
Help us with our families needs, the boys medical needs.	Keep on doing a good job working with families.	Individual adoption support provider.
They have been willing to review our case to handle special needs for our boys. The help they have received has been part of what will make them good productive citizens.	Work closer with churches. There are many good homes that (with a little education) could fill the needs.	Individual adoption support provider.
Accommodate our needs in a timely fashion.	Can't think of anything right now.	Individual adoption support provider.
I have very limited contact since the adoption.		Individual adoption support provider.
I have very limited contact because there is no need. Things have always been clearly explained.	I have no complaints - Thank you!	Individual adoption support provider.
Answering questions.	N/A.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I moved three months ago and was concerned that my check may be late. But I called, gave "Adoption Support Program" my new address, and my check came on time, smoothly. The person I talked to was very nice (smiley face).	Perhaps let parents know from time to time what extra services MAY be available for our children in regards to mental health, dental, medical, education, special needs, summer programs.	Individual adoption support provider.
In the Adoption Support Program always polite and helpful.		Individual adoption support provider.
Adoption Support has been great so far all around. Thank you.		Individual adoption support provider.
Thank you for providing Adoption Support.	List of respite care for SN youth already adopted - educational resources for these kids that CANNOT function in public school and we cannot afford private!	Individual adoption support provider.
Phone calls are always returned promptly and with friendly answers.		Individual adoption support provider.
Returns calls promptly.		Individual adoption support provider.
I love automated invoicing.	Get to us about awards faster. Don't make mistakes. Takes too long to get through the line.	Agency child care or respite care provider; 18 employees.
Has responded quickly to requests.	Send information on adjusting adoption support as children become older.	Individual adoption support provider.
Consultation.	Train and supervise social workers better in the area of reimbursing contract therapists. I often have at least one account that is 4 months delinquent. Once one was 12 months late.	Individual counseling or psych evaluation provider.
Providing support and resources as adoptive parents.	Continued access to resources.	Individual adoption support provider.
	Respond with needed information quicker (more an issue with particular social worker). Initiate information sharing when there's a change. Communicate with EVERYONE involved with the case. Listen.	Individual child care or respite care provider.
Have not interacted with DSHS staff for YEARS.	It seems that some providers (particularly dentists) do not want to deal with the "hassles" of obtaining reimbursement from DSHS. This adversely effects the selection of providers!	Individual adoption support provider.
Adoption agency always works with us, with all aspects, ever since we adopted. A real class outfit!!! This includes ALL the great staff.	Adoption agency - nothing!!	Individual adoption support provider.
	Send papers in a more timely manner. Communicate better. Let people know all services they are entitled to.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Most of the caseworkers seem to have the best interest of their clients as most important - we have a good communication.	No complaints about any of the Tacoma area workers (Pierce County).	Agency counseling or psych evaluation provider; 4 employees.
My adoption support person for Region 6 is awesome. I have never had a problem with her for anything. She is extremely helpful (Jan Spiers, Olympia).	Have PARENT GROUPS available in our area for ASHD, FAE, FDE, Reactive attachment disorder, Autism, or any of the above (Jefferson County Region 6).	Individual more than one type of service provider.
They always try to do their best. We have had a hard time getting court orders in a timely fashion for surgical procedures.	Follow up on getting court orders. Give us updates on permanency planning more frequently.	Individual transportation provider.
Usually the telephone operators are super, efficient, and easy to deal with.	There are employees at the Port Townsend office that are VERY rude. Also, I once had a telephone incident with a difficult DSHS employee. Otherwise, everyone else has been wonderful. Seriously, evaluate the Port Townsend Branch - they are very rude - noticeably more so to men looking for assistance - absolutely were not polite or helpful to men I observed requesting assistance.	Individual child care or respite care provider.
They often act like car salesmen - getting the most from foster parents for the least amount of money. This is called burnout!	Do paperwork on time. Make foster parents aware of services available.	Individual foster care or relative care provider.
Don't have contact with staff. I use phone in service for childcare payment - works great - wish Oregon would do the same!	Works great!	Agency child care or respite care provider; 8 employees.
	Better attitude.	Agency child care or respite care provider; 15 employees.
I can't think of ANYTHING I think DSHS does well - the right hand never knows what the left hand is doing in DSHS.	Answer calls more promptly; adopt an attitude of "customer service." Better communication between departments.	Individual foster care or relative care provider.
Great caseworkers who work hard and care about kids.	Use all BRS levels. Support BRS. Listen to caseworkers who know the kids. Stop passing off their workload to providers. Support LOA agencies.	Agency foster care or relative care provider; 150 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The last social worker, Jason Whitney, and the adoption staff great help, wonderful (100%). Good communication and follow up. 1st one, [Identifying Data Redacted], [was] terrible, moved kids. Always call back and support.	No kids should be moved. She [Identifying Data Redacted] wasted 2 years of our kids lives. The youngest still suffers from the change and people. Jason calls us back - many kudos to him. We are a family now. Adopted the kid we always wanted. [Identifying Data Redacted] never followed up or listens to us. We love our girls - thankful they are with us. Moved 6 times, only need 3 times. Look forward to writing about their success someday - already better.	Individual adoption support provider.
	Nothing for me. I am happy.	Individual foster care or relative care provider.
	Make payments in a more timely manner.	Agency more than one type of service provider.
Respond timely to our needs.	Just do whatever is the VERY BEST for the children.	Individual foster care or relative care provider.
Returns phone call within 24 hours.	Speed up payment, it took 6 months to receive payment for childcare.	Individual child care or respite care provider.
Helps me with most problems, except RESPITE.	I need RESPITE and it's very hard to get it.	Individual foster care or relative care provider.
Provide minimal services for foster children.	Keep their word - back up foster parents better.	Individual foster care or relative care provider.
Generally efficient with authorization, providing necessary records, and securing timely payments.	Provide a more competitive level of reimbursement.	Individual counseling or psych evaluation provider.
Caseworkers listen and give advice when needed.	Inform us a little more about child and pre-existing information of that child.	Individual foster care or relative care provider.
Home finders are very helpful.	Weed out less than mediocre caseworkers.	Individual foster care or relative care provider.
When the kids are having problems that require counseling they get it.	Process reimbursement, claims, and authorizations timely. Notify us of upcoming court dates. You know, this could be done via computer with need to know access codes.	Individual foster care or relative care provider.
So far I have not had any problems.	Have no idea as no problems have risen.	Individual adoption support provider.
DSHS processed the document to provide timely payments.		Individual other care provider.
	Return phone calls in a more timely manner. Answer questions better, and resolve issues more quickly.	Individual personal care provider.
I like the "provider line" - you have to wait on hold awhile, but that's okay.	Payments for foster children we have in our childcare center, so many times the caseworkers do not authorize payments for months!	Agency child care or respite care provider; 13 employees.
	Stop "passing the buck" - I've asked for some help attaining a photo of my child's birth parent - everyone has said I'm no longer on that case - this child is not being served.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We are no longer involved with DSHS since the adoption. However, when working with them the support we received was fantastic and we were always treated with respect and courtesy.		Individual adoption support provider.
2 of the 4 people I have spoken with on a regular basis have been supportive, empathetic and work to resolve the problem.	Send payment for services on time. This payment fell through the cracks again and was 2 months late. Childcare worker didn't receive any payment for 2 months. Would you work for 2 months about getting paid?	Individual child care or respite care provider.
Processing of payments in a timely fashion.	Be more diligent in providing requested records. Hit and miss proposition that requires several calls depending on social worker involved.	Individual counseling or psych evaluation provider.
	Pay on time. Stop losing A19 billing paperwork.	Agency more than one type of service provider; 7 employees.
Claims (from out of state).	DSHS doing just fine!	Agency child care or respite care provider; 190 employees.
Kind, helpful people.	Less paperwork.	Individual more than one type of service provider.
Sent a missed payment quickly - this time. Returned my phone calls quickly. Phoned with information on resources. VERY helpful (smiley face)!	Get payments right to begin with - send respite care dollars quickly.	Individual foster care or relative care provider.
	Lay out a CLEAR plan and timeline for reuniting the child with the parent.	Individual more than one type of service provider.
Sometimes I will get some to speed the process up on an application that has been misplaced.	Make sure the termination letters and award letters are received to us ASAP. The answer tells me I need to re-enter - I do (and verify numbers), and then it disconnects.	Individual child care or respite care provider.
The caseworkers are okay, just slow returning calls.	If I can take [care] of the children on time, how come I can't get paid on time? They should come up with a Qwest card for foster care too!	Individual foster care or relative care provider.
	What drives me crazy...is to tell me something can't happen when its happening for others.	Agency transportation provider; 3 employees.
	Resolve problems in a more timely manner.	Agency child care or respite care provider; 5 employees.
Verify childcare subsidy and TANF eligibility. Support recruitment.	Fund slots so children and families have consistency in care if subsidies are interrupted.	Agency child care or respite care provider; 45 employees.
If a mistake, oversight, or help is needed, DSHS staff have worked to resolve issue.		Individual foster care or relative care provider.
Communicate well - I've always gotten my question answered quickly.	Nothing so far.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Friendly, helpful. It would be nice to hear from a social worker.	Explain things better i.e., process of kids through system, court proceedings, expectations of foster parenting. Just give good home or really try to help these kids.	Individual foster care or relative care provider. Individual foster care or relative care provider.
Understand that we as foster parents are doing "you" the government a service - and treat us with some respect - not just as a baby-sitter! With no rights or adequate payment!	Give us more information - we live and care for these kids! Return phone calls - provide detailed background on foster children - i.e. habits, allergies, fears, family visitation and with what parent or extended family member.	Individual foster care or relative care provider.
Workers are usually great at helping fix mistakes or misunderstanding.	Have a better system of identifying clients other than social security numbers that providers also have access to.	Agency child care or respite care provider; 20 employees.
Courteous and respectful, as stated above.	Pay in a timely manner!!!	Individual adoption support provider.
Clarify statements. Call to verify a client (approval).		Individual child care or respite care provider.
Not much. Some of your staff are helpful, others are rude, one even hung up on me when I was asking him a question.	Be more responsive to our needs. DSHS needs to understand this money is our INCOME and we work hard for it. Treat us with respect - not be annoyed that we called.	Individual child care or respite care provider.
Most workers are very helpful and accommodating.	Treat me as if I am an important team member.	Individual foster care or relative care provider.
Your agency is 100% very good and all employees are superior to most in our region. You have wonderful staff in most areas. In DLR everything is great. A change in management in child placing agency should take place at a supervisory level. I would like to be my own CPA so I can pay my own employees.	Leave my program alone and allow me to do what I do best. Modify children behaviors and work with SRY - children.	Individual more than one type of service provider.
Adoption support staff have been helpful (even though there's been a reduction of staff). Receiving options for medical services. Medical coupon is always on time!	Social workers are not always communicative with us (as foster parents), especially concerning changes/request for changes to visits. Licensing staff not responsive to questions.	Individual adoption support provider.
Have drivers on Saturday! Social workers are willing to attend and call people [for] a staffing when I call for one.	December payment statement didn't have all the children listed on it properly, plus respite care isn't paid at same time as regular payment. It should be! Supervisors of my social worker should return my phone calls! Single space survey question 4 so so we have more room to write our response.	Individual foster care or relative care provider.
Return calls within 24 hours and always solve the problem.	Can't think of anything.	Individual other care provider.
Availability when changes in case occurred (termination of parental rights).		Individual transportation provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
It is nice most of it is done over the phone. I would like to see it end that way also. Sometimes notices come too late, they will already be in the month when notice comes of discontinue.	Keeping me notified of changes concerning when their time is up and they have or have not filled out paperwork.	Agency child care or respite care provider; 9 employees.
Pay me on time.		Individual foster care or relative care provider.
All questions are answered, gas checks all on time. Very nice to talk with, and problems if any, done right away. Keep Morris Miller (smiley face).		Individual transportation provider.
When information is needed they are very good about letting me know who to contact.		Agency child care or respite care provider; 21 employees.
The automated (SSPS) pay system is terrific!! It is easy and convenient to use. As a taxpayer, I am thrilled that we have such a good system in place - there has never been a glitch in 2 years of my using it! If I have a question or concern they will find the answers and get back to me promptly.	The reimbursement rate for adoption support psychotherapy (\$55.00 per hour) is in need of an increase!! Community mental health cannot/does not offer the kind of specialized therapy needed for post-adoption treatment! [Personal Information Redacted].	Individual counseling or psych evaluation provider.
? Not sure.	Better/more communication, ability to become informative to what is going to take place and when, what to expect.	Agency child care or respite care provider; 8 employees.
Get our paperwork in on time, most of the time, so we can get paid.	Return calls, accept our calls. COMMUNICATION, my caseworker has not returned my calls or talked to me in over 6 months.	Individual more than one type of service provider.
Great VGAL.		Individual foster care or relative care provider.
Depends on who answers the phone. Some are helpful, some don't give a care. I don't like the call center - too many hands in one case. I liked it better when I could talk to a worker. A lot more efficient.	Get back workers! Train call center workers better. Make them accountable - CHARGE THEM when they mess up and I don't get my money!! Hard to pay bills on an unpredictable check.	Individual foster care or relative care provider.
Usually able to get answers during conversation with DSHS staff or return call happens in a timely manner.	Simplify award letter so that it is easier to read.	Individual child care or respite care provider.
Most social workers do well to respond to e-mails, that is very much appreciated.	Plan communication around changes (i.e. when child returns to parent) - at least 1 days notice would be nice.	Agency child care or respite care provider; 5 employees.
For the foster children, I receive court updates. Which is great and lets me know what is currently happening for parents/children.	PAY HIGHER RATES for children that have behavior problems.	Individual foster care or relative care provider.
Has provided a provider line.	Be more consistent with responses to issues. Be more efficient with paperwork processing.	Individual adoption support provider.
		Agency child care or respite care provider; 25 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Provide more support when troubled teens are in my home.	Individual foster care or relative care provider.
	Communicate about status of case, etc. Return calls in reasonable time.	Individual foster care or relative care provider.
Answers the phone and returns calls.	Pay the white Shopko invoice when received. Don't wait for letters and phone calls.	Individual more than one type of service provider.
Answers questions - investigates inquires.	More phones - have a way to leave messages.	Agency child care or respite care provider; 18 employees.
Peggy Hays does a wonderful job.	Keep foster parents better informed about the children in their care and what is happening with their case.	Individual foster care or relative care provider.
Caseworker keeps me informed about visits.	Improving week by week.	Individual transportation provider.
Payments are always on time.	Simplify billing. Licensor could return calls within 1 week.	Individual child care or respite care provider.
Prompt response from social worker.	Offer childcare for when we update CPR, First Aid training.	Individual foster care or relative care provider.
Most return calls promptly and are open to discussion regarding client.	Provide more information regarding clients and direction case is heading.	Agency more than one type of service provider; 2 employees.
It varies A LOT. Often the contract managers are a lot more helpful then individual workers. But many of the individual workers are very helpful.	Make the DCFS billing procedures/forms consistent across all contracts.	Agency family preservation services (IFPS) or home based provider; 10 employees.
Send paperwork regularly.	Provide respite services in this area.	Individual foster care or relative care provider.
They are better about information about the child. Some are doing a good job with calls and getting help when needed.	Return calls. Some do really well but some are very lax and do not call back. Maybe days later.	Individual foster care or relative care provider.
Heather Hamasaki is wonderful to work with. She explains things, returns call/e-mails, and is very flexible.		Agency other care provider; 75 employees.
Are available for any client.	Respond in a more timely manner.	Agency child care or respite care provider; 20 employees.
DCFS does a great many things to help me.	Nothing. If I ever do have a problem, DCFS is always very receptive to working it out.	Individual counseling or psych evaluation provider.
I appreciate the fast and courteous service and response to our questions and to the billing.	We are pleased! Thank you!	Agency unknown provider type; 5 employees.
Palsy at CPS is wonderful, helpful, and kind!	Call Center contacts - [Identifying Data Redacted] need to be retrained/taught now to treat people with respect - Every time I unfortunately get either of them - they are SOOOO very rude.	Agency child care or respite care provider; 40 employees.
Returning calls and listening, although I know they don't have the time.	Respite care and set up driver for appointments.	Individual unknown provider type.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The local office tries to interact (functions/lunches) with us as foster parents. They are easy to access for questions/problems.	As a foster parent, encourage the worker to communicate more to us.	Individual transportation provider.
Return calls within 24 hrs.	I lost three weeks tuition on a family [that] has been here four years, because they were late turning in renewal - should back pay us. We need approval quicker, takes up to three weeks - by the time approval comes in, I'm out three weeks of tuition. This family, I had verbal OK, so I'm taking a risk to take them before paperwork is in, since they could deny giving me the OK, didn't get the paperwork until 1/24/05.	Agency child care or respite care provider; 17 employees.
Ease of payment receipt.		Individual foster care or relative care provider.
Reception is always courteous, nice and respectful. Pam Griggs and Tamara Stefen are fair, even keel, open minded, polite, respectful, sincere and easy to work with. They are both VERY honest too.	Appropriate follow through with complaints filed about caseworkers, retaliation protection when a complaint is filed on a caseworker.	Individual child care or respite care provider.
N/A.	N/A.	Individual adoption support provider.
Return my calls. Always friendly and helpful. They listen and respect my professional opinion.	Really nothing.	Individual adoption support provider.
Answer e-mails promptly.	Answer phone calls better.	Individual foster care or relative care provider.
Easy access if needed.	Consistency.	Agency family preservation services (IFPS) or home based provider; 3 employees.
	Return calls faster and do paperwork, so I can get my money in a timely fashion.	Individual foster care or relative care provider.
Everyone does, except for [Identifying Data Redacted]. [Identifying Data Redacted] could help with communication. When we ask questions we want a straight answer, not a maybe, what if, etc. The state will never give us a yes/no answer.	Same as above [Q.1. Everyone does except for [Identifying Data Redacted]. [Identifying Data Redacted] could help with communication. When we ask questions we want a straight answer, not a maybe, what if, etc. The State will never give us a yes/no answer.] There is always room left on how it is communicated.	Agency child care or respite care provider; 5 employees.
They are ALWAYS kind, helpful and flexible. EVERYONE I have dealt with has been simply the best! This is a tough job. EVERYONE helps us!	Nothing.	Individual foster care or relative care provider.
We recently moved and changed address. Adoption support check and medical coupons arrived on time with no problems - Thank you! You serve a huge number of people and we - my husband and myself - do appreciate all of you!		Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
This was my first experience with foster children and feel that everything went well.		Individual more than one type of service provider.
I have found DSHS personnel very receptive to listening and helping. I appreciate training opportunities offered.	I am going to request refunding of counseling services. I am hopeful it will be a simple process without a great deal of time/hassle required.	Individual adoption support provider.
Staff are clearly dedicated and go out of their way to meet the needs of clients and contractors - exceptional staff.	Pay invoices in a more timely manner.	Agency other care provider; 32 employees.
Everyone has been cooperative and helpful when I have asked for any kind of assistance.	I can't think of anything at this time.	Individual adoption support provider.
Polite for placement and licensors are friendly.	Not much.	Individual adoption support provider.
Is prompt on mailings, always answer questions if I call.		Individual adoption support provider.
Responds quickly and provides answers.		Individual adoption support provider.
For the most part, the provider line has efficient staff who get back to you ASAP.		Agency child care or respite care provider; 15 employees.
I have 5 foster kids and DSHS is always ready to help my kids.	They could do better on returning calls. A few take too much time off.	Individual foster care or relative care provider.
Usually willing to fax data input sheet so child can start care immediately. Sometimes refuses to fax.	Make all authorizations good for 30 (1/2 days), so when we do full days during school breaks, parents don't have to get new authorizations for just 1 or 2 weeks. Less paperwork.	Agency child care or respite care provider; 60 employees.
Quick at returning calls. Very friendly. Very positive experience!		Individual adoption support provider.
Haven't dealt with anyone, but the times that I have, its been great.	N/A.	Individual adoption support provider.
Call backs assist as request.	Permanent Respite available, more money for children - all kids camps not just some State wide, not per region.	Individual adoption support provider.
	It would be nice if a doctor writes the same prescription for the last three years and has been determined necessary for his medical condition, then refuse to cover it every month until additional paperwork is done.	Individual adoption support provider.
	Keep me more informed of what stage the case is at.	Individual foster care or relative care provider.
Handle requests efficiently and expeditiously.	This office (Adoption Support) is pretty efficient. Sometimes [Identifying Data Redacted] is very "short" in tone, she could be a little less abrasive.	Individual adoption support provider.
	Solve problems in a more timely manner.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Generally satisfied. Sorry, don't require many services.		Individual adoption support provider.
We don't see a social worker.	Nothing.	Individual adoption support provider.
When I have my attorney call, I get my questions answered.	Return calls sooner.	Individual adoption support provider.
Provides thorough answers to my questions.	Put the adoption support phone number on the warrant.	Individual adoption support provider.
	Explain why they dropped me in the middle of a case and would not return my telephone calls, without ANY conversation. [Personal Information Redacted].	Individual other care provider.
Most of the time, calls get returned. Referrals get done.	We think that if the social workers and supervisors and Casa and (placement) would work together, things wouldn't get misplaced and the children and foster parents would know what was going on - it's all about communication.	Individual more than one type of service provider.
Caseworkers always happy to answer questions. Good communication, timely call backs.	Transportation - I would rather have an agency transport to visits and counseling then me - you can pay them my mileage. Too much time used that I could be doing other productive things with other children in my home.	Individual unknown provider type.
NO! DSHS staff about half the time is rude to providers.	At least DSHS staff tell you the same thing. DSHS staff do not tell you the right information.	Agency unknown provider type; 16 employees.
	Help find more services for the kids.	Individual foster care or relative care provider.
Payment is always timely and hassle free.	Respond to phone calls.	Individual foster care or relative care provider.
Explains in detail what they can and cannot do.	Provide lists of hospitals and doctors in each state. That have contracts for medical coupon usage. Not all your children reside in Washington.	Individual adoption support provider.
Not be truthful with foster parents, this county [Cowlitz] really needs an overhaul! Someone needs to hold them accountable.	Be honest and do what is BEST for the KIDS - not themselves or the parents. Cowlitz - "The problem child of the State" as I've been told from other County workers. Workers in Cowlitz County have said parents on meth can still raise their children, they NUTS?	Individual foster care or relative care provider.
	The only problem is getting someone to return a phone call - calls are answered by a machine during office hours and it takes many calls before we hear from a person.	Agency other care provider.
We do not have much contact with staff. Phone info. helpful. Call in system for number of childcare days is SUPER smooth and easy!!!	We're glad to work with you to serve young children.	Agency child care or respite care provider; 16 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Generally, SSPS billing folks helpful - Billing is lots of work - Most social workers get billing returned promptly.	Billing system is cumbersome with huge variability, depending on social worker. Get billing out in more timely manner - clarify "go to person" if funds are not received - this is an ongoing problem - sometimes can be several months behind, not in Spokane, but in working with other regions.	Individual counseling or psych evaluation provider.
Provider Hotline.	My licenser is not a people person - she is new. I think maybe train them on approachability.	Agency child care or respite care provider; 8 employees.
Nothing, except for adoption support.	I don't know - it's the most inefficient incompetent agency I've ever dealt with (except for the adoption support program - they're fine!).	Individual adoption support provider.
Pay on time.	Nothing at this time.	Individual adoption support provider.
Whenever I have had to call them they are all friendly, quick, and helpful.	The stamped envelopes come in handy and sometimes they could explain the processes with a little more clarity.	Individual adoption support provider.
They are prompt in returning calls.	They need more help, sometimes things are not getting done. I have tried numerous times to have my name put on my daughters' check to no avail.	Individual adoption support provider.
	Have all social workers on same page of the same rules, procedures. Get back to you ASAP. Not take so long to complete renewing license.	Individual adoption support provider.
No longer work with DSHS.	N/A.	Individual adoption support provider.
They try to find out our needs and accommodate them.		Individual adoption support provider.
Whenever I need something, DSHS has been real nice and courteous to me.	Answer phones faster.	Individual adoption support provider.
	Check in with us, make sure we are okay. Sometimes its hard to ask for help.	Individual adoption support provider.
	Less paperwork. Why couldn't we have a permanent medical card, instead of every month receive a coupon? Our boys receive medical until they are 18 - it would save a considerable amount of money.	Individual adoption support provider.
Staff keeps trying under unreasonable stress.	You can pay me much sooner for work completed!	Individual counseling or psych evaluation provider.
Tries to help with regulations.	Rude telephone manners from Adoption Support, [Identifying Data Redacted] (? spelling).	Individual adoption support provider.
Check is always on time, we appreciate it!	Automatic deposit would be nice.	Individual adoption support provider.
Always answers my calls and is very helpful if we need something.	Nothing at this time.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are always there to troubleshoot any problems that may arise.	At this point, all is well in place.	Individual adoption support provider.
We loved the caseworkers our daughters had while they were still in the foster care system - Denise Huynh and Maybelle Ocampo.	Adoption support is supposed to be flexible but we got very little help where it took months and months because we had to find someone who accepted Medicaid only.	Individual adoption support provider.
With our benefit. Help with our needs.	Send us more information and help understand. Someone to explain.	Individual adoption support provider.
Nothing - they lose paperwork submitted to them causing time delays and further hassle and resubmitting paperwork again.	They treat people as infidels, like we obviously don't know anything. I don't know what if anything, it seems to be a tradition with DSHS for this payment for transportation, it took two months.	Individual transportation provider.
Services are explained in an easy to understand way.	If there was a closer office in Cle Elum rather than Ellensburg, it would make it easier.	Individual adoption support provider.
Answers questions.	If you say you're going to do something - DO IT.	Individual adoption support provider.
People have always been pleasant and helpful.		Individual adoption support provider.
Returns phone calls quickly, treats me with respect.		Individual adoption support provider.
Everything except take our night and weekend differential away (smiley face)!	Provide medical benefits (including preventive care) for providers that support state pay clients.	Individual child care or respite care provider.
At times they care and other times it seems you're bothering them - how dare we!	Not be so better or present themselves to be better than others. We can all get down on our luck and not all of us are taking advantage of the system.	Individual child care or respite care provider.
No real contact with DSHS except to phone in hours.	Doing great.	Individual personal care provider.
I have always had wonderful caseworkers and my licenser is great too. They return phone calls, answer questions, and give information to help me help the children in my care. I have had trouble in the past - over a year ago - getting ahold of people, but lately all of them are wonderful. Clark Hisaw forgot to input information one time, I wasn't mad, we are all human, but he actually came to my house and apologized IN PERSON! I was impressed. He also goes out of his way for the kids he is responsible for, so do others I work with. All of the people I work with are wonderful! I am very impressed and wouldn't change a thing.		Individual child care or respite care provider.
Often.	Treat me like a person or an individual. I'm not a charity case, don't treat me like one.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Calls me back promptly, always seems to be professional, well informed.	Stop making more rules we are being ruled to death.	Individual child care or respite care provider.
Listening. I am grateful for the reimbursements and the promptness of referrals.	Return calls promptly - including e-mails where available. Less responsibility to each staff member so they can help the ones they already have. With transportation - this should include time and food reimbursement or cover the car insurance.	Individual more than one type of service provider.
Got right back to me when I had question and they looked for person who I needed to contact.	Provide phone list for adoption support parents in case they need to contact someone.	Individual adoption support provider.
No contact for awhile.		Individual adoption support provider.
They get the premiums sent on time and answer all questions.	Nothing.	Individual more than one type of service provider.
Thanks for the financial assistance which is so useful towards our son's needs. Thanks too for following us through our past 2 moves.		Individual adoption support provider.
We never hear from them.	Quit wasting taxpayer money. We adopted 2 boys over a year ago. A mailing was sent saying we still had \$ 1.82 in EBT. That account should have been closed! It cost more to send the notice than the amount in the account.	Individual adoption support provider.
They listen to you. If they don't know something they find out for you ASAP.	We could have foster parent meetings again.	Individual adoption support provider.
Provider line.	Be consistent, available, timely - not leave childcare cases pending - extended periods of time. Do not expect childcare services to continue with pending status. Have paperwork processed by deadline.	Agency child care or respite care provider; 20 employees.
Return my calls, have meetings with caseworker and everyone that works with my kids.	Couldn't do any more than what they are doing. Great work. Thanks.	Individual foster care or relative care provider.
Tries to accomplish requests.	Not treat the foster parent as if they're doing us a favor. Include us in plans. Have NEVER been included. The supervisor could return phone calls and be proactive.	Individual foster care or relative care provider.
Allow me to help with the process of applying for childcare for teen parents. When the staff do not complete the process, it is a nightmare.	Separate teen parent applications from adult applications and allow providers to help with the process. Teen parents simply cannot maneuver in the system.	Agency child care or respite care provider; 24 employees.
Answer questions I have.	Make sure the checks are sent out at the same time every month so we aren't playing a guessing game as to when they'll arrive.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They answer all my questions. Help me with any problem I have.	Not much, keep up the good work.	Individual adoption support provider.
	Have a back-up person available to process initial adoption support payments when primary person is unavailable.	Individual adoption support provider.
Be available for questions through phone and e-mail.	We need more resources as our child becomes older (benefits, etc.). We'd like to know where we are headed, to be able to plan.	Individual adoption support provider.
Support payments received in timely manner. Only called once in 2004 with a question.	Pay services providers quicker (Doctors, Dentists, etc.). Have had some refuse to take medical coupons because of non-payment or it takes too long to receive dollars.	Individual adoption support provider.
	Hold times are a little long and often caseworkers aren't sure of what is actually approved for kids.	Agency child care or respite care provider; 20-25 employees.
Sandy at the provider helpline is wonderful! Always returns my calls. Always helpful. Knows her job well. Always answers my questions.		Agency child care or respite care provider.
We really haven't had any contact with DSHS for several years. They are prompt in sending the adoption support check.	Can't thing of anything. Thanks for caring about our special children.	Individual adoption support provider.
They work with you; help you any way they can.	I don't see anymore they can do.	Individual foster care or relative care provider.
Send information when we have an overpayment, but you sure don't work quickly when YOU owe us!	Send information in a timely manner. Re-evaluations if no changes should not take so long. DSHS never admits to a mistake - you always blame clients or providers.	Individual more than one type of service provider.
	The few times I seek advice, I have little to no expectation that anything will really come of it. I blame no one, the people I communicate with seem quite heavily burdened!	Individual adoption support provider.
I work with Mary Ann Kraebel. She always responds quickly to any questions and is a joy to work with.		Individual foster care or relative care provider.
EVERYONE I ever worked with was terrific; very supportive, especially when it came to decisions that needed to be made regarding the welfare of my child. But worked mainly with Tacoma Office, KerryAnn Shaughnessy.	Nothing.	Individual other care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The respite guy is awesome - very understanding and pleasant and a pleasure to work with. We enjoy being able to help him out.	Be more respectful! Licensors and adoption workers and caseworkers have been extremely disrespectful to us. They don't value our input at all and they misled us and lied to us over and over again. This is why we're no longer an adoptive home.	Individual child care or respite care provider.
Payments.		Individual foster care or relative care provider.
Explain clearly what is allowed/disallowed, expected changes, keeps up to date.	Send out paperwork earlier. Treat "ALL" people with respect. Stop talking down to me.	Individual adoption support provider.
Answer my questions.		Individual adoption support provider.
Responses have been quick. Nancy Williams has been very helpful with difficult situations.	Satisfied with current service.	Individual adoption support provider.
When I have had questions, they are very polite and answer quickly. Never have problems with receiving money each month.		Individual adoption support provider.
	Complete their SSPS payment authorizations in a timely manner.	Agency unknown provider type; 50 employees.
Works smoothly without input from me.	Make me aware of my next certification.	Individual adoption support provider.
Quick to call back.	After hour phone answers. More (earlier) notice of meetings (i.e. CPT, Program staff).	Individual transportation provider;
Answer all questions the best they can.		Individual adoption support provider.
Help communicate with parent. Help get past due co-pays by not authorizing new provider until pay is past amount.	On-line check for childcare authorization.	Individual child care or respite care provider.
Respond supportively to my inquiries.	Nothing at this time.	Individual adoption support provider.
	Don't return phone calls.	Individual transportation provider.
	I understand that they are busy. When possible, please return phone calls within 24 hours.	Individual adoption support provider.
When I can get ahold of anyone they try to help me or refer to someone else.	Be a little bit more friendly.	Individual adoption support provider.
Provide adoption support for these children. they have always been very helpful with any needs.		Individual adoption support provider.
Answer questions.		Individual adoption support provider.
We haven't needed to have a lot of contact.		Individual adoption support provider.
Returns calls promptly, answers all questions, responds to written requests with courtesy - frequent informational mailings.		Individual adoption support provider.
Courteous. Tries to route calls to correct person(s).		Individual adoption support provider.
SOME workers are supportive with resources for special needs kids.	Hire more competent workers. Know policy and follow policy.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Answer telephone calls in a more timely manner.	Individual other care provider.
Listen.		Individual adoption support provider.
Provide assistance with social security, disabled access, and SSI payments.	A better understanding of the paperwork involved with adoption. Clear instructions about resources after adoption.	Individual adoption support provider.
Everything I needed help with my worker was very prompt and courteous.		Individual adoption support provider.
	Listen to us about respite.	Individual foster care or relative care provider.
Are willing to answer my questions.		Individual adoption support provider.
Whatever we need.	Doing good job. Thank you.	Individual adoption support provider.
Provides ongoing support.	Too much paperwork to get amount raised every 5 years - should be automatic.	Individual adoption support provider.
They give us a heads up if they know something is changing and let us know when problems are fixed.	Termination letters sent out before termination date. Less paperwork from Olympia.	Agency child care or respite care provider; 14 employees.
No help at all.	Be more cooperative - stop complaining about cost and stop cutting benefits - we're working hard and they don't care.	Individual adoption support provider.
	Be more supportive - I only get a contact when they are going to CUT MY BENEFITS, which is YEARLY.	Individual adoption support provider.
We received a reimbursement for non-receiving adoption costs - very little contact personally.	We worked with Kristin Otis (caseworker) during pre-adoptive foster care and through the adoption completion. She was terrific in every way.	Individual adoption support provider.
I can't seem to contact adoption support, so not much.	I have trouble contacting anyone to change my name since I got married.	Individual adoption support provider.
Little.	The providers really need a separate line to call. Fill in voucher over the web.	Agency other care provider; 6 employees.
	This is the second real problem, but it went on a long time. It's over now. From 6/14/04 to 1/19/05, from 8/1/04 to 1/19/05, and from 8/24/04 to 1/9/05. It was all just a mix up. [Personal Information Redacted].	Individual more than one type of service provider.
I have been a foster parent for 13 years, time to return phone calls has improved 100%.	More case management, so cases don't drag out. We want to adopt the 20 month old in our care (mom signed off, dad has never seen him), and we are waiting. It would save the State money if the adoption goes through and it would allow us to take other foster placements. Too many of the 40 children we have cared for have cases drag out too long.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
All our caseworkers did a great job. This was a most unusual case. They listened to us, helping in any way they could.	They did all they could.	Individual adoption support provider.
Always willing to help.	More support groups?	Individual adoption support provider.
	They could become familiar with their cases and do what's best for the children not what's best for the Department.	Individual adoption support provider.
When I started home schooling they helped, which I MIGHT need help again (husband got laid off).	Pay dentist and doctors faster.	Individual adoption support provider.
Prompt call backs. They care about any problem or question I have regarding the children.	Can't think of anything at this time.	Individual child care or respite care provider.
	I need to have the name my checks that come from you for transportation reimbursement changed from my maiden name to my married name. My name is [Personal Information Redacted].	Individual transportation provider.
We also have counseling provided for our son. We adopted 4 years ago and adoption support has been invaluable.		Individual adoption support provider.
	More money for children - I get 50 cents an hour. Call us (foster parents) back. Rarely get a phone call back. Rarely know the answers to the child. I get the runaround.	Individual transportation provider.
They help with getting in touch with whomever knows the subject I'm asking about. They always help me understand what I need to do and what's available. I appreciate everyone's helpfulness. Thank you!		Individual adoption support provider.
I always get in touch with a "real" person very quickly, they (adoption support) are always very helpful with any questions.	Could send reminder notices if it's time to update child's financial status.	Individual adoption support provider.
We have no interaction - not needed.	N/A.	Individual adoption support provider.
Am satisfied with the help I get.		Individual adoption support provider.
	Be more available! I don't know who my caseworker is and often (always [sad face]) have to wait a long time on the phone when I try to call about anything.	Individual adoption support provider.
Keeps me informed about our children and their cases.	Provide childcare for training classes and workshops. Be more available.	Individual adoption support provider.
Adoption support money.		Individual adoption support provider.
Regular checks.	Nothing.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Automatically adjust maintenance payments with age and State adjustments. Not make us call to ask for available increases.	Individual adoption support provider.
Great communication/great help!	Nothing at this time, maybe a website where I can find doctors and dentists that take the coupon. Can e-mail me, my e-mail is: [Personal Information Redacted]	Individual adoption support provider.
I work with adoption support, and I've never had a problem, and everyone I've worked with has been exceptional - well satisfied. Thanks.		Individual adoption support provider.
Communicate and fast service.	Nothing.	Individual adoption support provider.
Provides very good medical for the children.	I haven't had any trouble so far.	Individual adoption support provider.
They are polite and helpful.		Individual adoption support provider.
Wonderful people - I have no complaints, only praise and gratitude for the hard work and jobs they do.	Make sure someone is available to talk with at all times - usually there is, but sometimes it's hard to connect with support.	Individual foster care or relative care provider.
Most of the time respectful and courteous.	Respond to e-mails or phone calls within 48 hours.	Individual adoption support provider.
	Be more timely with sending travel reimbursements. Be timely with paying my respite providers.	Individual other care provider.
VERY helpful when I have questions. Courteous and personable all the way through the phone chain. Thank you!	A phone call telling me (once a year) who my caseworker is and contact information. Having a COBRA kid makes it difficult to find the right person.	Individual adoption support provider.
Most assistance in DSHS has come from the "individual" not the professional - we find there is a lot of variation among departments, units, and social workers.	Develop more consistency in how things are done, there is a lot of variety in the way decisions are made or "what's okay."	Individual foster care or relative care provider.
You respond in a timely manner with returned calls and are able to answer my questions. Thank you!	Work weekends - no just kidding!	Individual adoption support provider.
Always answer questions quickly or call back if they don't know answer and need to research it.		Individual adoption support provider.
I have never had any problems.		Individual adoption support provider.
They answer all questions and give help when needed.	Nothing that I can think of.	Individual adoption support provider.
	Give second chances if paperwork isn't done perfectly. Give more information when changes are happening.	Individual adoption support provider.
Pay for needed services - most of the time.		Individual adoption support provider.
Answers most of my questions.		Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Jan Lammers is always quick to return calls and answer questions. Monthly mail, medical and counseling services are a Godsend. Thank you!		Individual more than one type of service provider.
	I would like to see the support check electronically deposited.	Individual adoption support provider.
Contact with CPS caseworkers and invitations to staffing meetings.		Individual counseling or psych evaluation provider.
Nothing but harass foster parents.	Fire most everyone and get some workers who do their jobs.	Individual adoption support provider.
	Workers could call back in a more timely manner.	Individual adoption support provider.
	Make sure each position has overlap. I had to wait for more than three weeks for a problem to be resolved due to the only person with authority being sick.	Individual adoption support provider.
People are polite/respectful.		Individual adoption support provider.
They are always helpful and return my calls.	I have had no problems.	Individual adoption support provider.
They are usually very quick at returning phone calls and answering questions; making sure I get what I need.		Individual adoption support provider.
0	COMMUNICATION!!!	Individual adoption support provider.
They answer all our questions.		Individual adoption support provider.
My workers listen to me when I have a problem. Only when it is a new worker, you have to start from scratch all over again.	Remember we're a team - don't hold information back at first.	Individual transportation provider.
Listen.	Promptly return calls.	Individual adoption support provider.
Licensing department is excellent. Placement coordinator ,Gail, is fantastic.	Caseworkers should at least visit home every six months.	Individual more than one type of service provider.
As far as I'm concerned, they do everything well, Very satisfied!	Nothing, they do a great job.	Individual adoption support provider.
Checks are received early or near holidays when most needed.		Individual adoption support provider.
Answer my questions on time.		Individual adoption support provider.
Jan Lammers - Adoption Support - always calls back or sends materials whenever we need them! Thank you!	Help us find a good respite provider.	Individual adoption support provider.
Receptive to questions asked, returns calls within a reasonable amount of time.	?	Individual adoption support provider.
Availability and quick response.		Individual adoption support provider.
Never.	You need checks and balances on your social workers. You have too many who think they are God!!!	Individual unknown provider type.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Attitudes have really changed - positively! - over the last several years with caseworkers, investigations, etc. I still hear complaints about licensers!	Caseworkers need to take more seriously and offer resources when notified of problems - before they get out-of-hand.	Individual transportation provider.
Keep us informed of all available classes and workshops.	N/A.	Individual adoption support provider.
Answers any and all questions quickly.		Individual adoption support provider.
They are there when I call - or contact back soon, answer all questions. Interested in families' growth and well being.		Individual adoption support provider.
Keep track of me (smiley face).	They do a good job at helping - seems everything takes so long, which isn't always their fault.	Individual foster care or relative care provider.
I rarely have contact, but you are very friendly when I do.	Put a phone number on your voucher statements that out-of-state people can call when needed.	Individual adoption support provider.
Helps us in providing services for my daughter - always kind and courteous.	We are happy as is.	Individual adoption support provider.
I am a professional in a CHAP program and a foster parent for over 15 years. I have always had a good working relationship with DSHS staff. However this year was a whole new experience. I had a child from the [Location Redacted] (I am in the [Location Redacted] . I received mixed messages from the caseworker, [Identifying Data Redacted]. She would say one thing, then write e-mails that were contradicting. When the child was first placed, the caseworker and Guardian Ad Litem, [Identifying Data Redacted] were fighting and even brought their disagreements to the courtroom. [Identifying Data Redacted] became increasingly more difficult over the 18 months the child was in my home. I know she [Identifying Data Redacted] and I question if this affected her judgment. Most upsetting is all the splitting between professionals, and in the end I was made out to [be] the "crazy" one. When, if anyone in the system reviewed my history, I believe I am a highly respected foster parent. [Personal Information Redacted].		

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
It has been seven months since he left and continues to be a painful loss. DSHS hurt my family and the three I have now are the last placements I will ever take! [Personal Information Redacted]		Individual foster care or relative care provider.
	Returning phone calls.	Individual adoption support provider.
Whenever I call for needs or questions, I am taken care of respectfully and quickly. Never am I treated poorly.	I can't think of anything at this time.	Individual child care or respite care provider.
Communication has been very good.		Individual adoption support provider.
After a recent divorce and address change the staff was helpful in getting name changes and addresses changed on support and medical coupons.	Can't think of anything, they most usually do good.	Individual adoption support provider.
Keeping communications open and all of us working as a team.		Individual adoption support provider.
	Have a class explaining payment, deadlines, filling out paperwork, and ALL benefits available for our foster kids/ILS, school related expenses, sports, college, camps, drivers education, etc.	
Listen, return calls in a timely manner.		Individual foster care or relative care provider.
Always prompt with answers to questions.		Individual adoption support provider.
Have no problems.	Have no problems.	Individual adoption support provider.
They do try to resolve problems when we finally get a person.	Answer the phones, provide proof of families in care by fax ASAP and all correspondence timely. I just received a termination letter dated 1/5/05 for September 27, 2004!	Individual child care or respite care provider.
Some employees DO treat me with respect, others treat me like I'm not worthy of their time.	Have ONE caseworker per case with choice to switch if not compatible.	Individual adoption support provider.
We receive monthly check - other than that we don't get contacted. Pays for medical bills - which is wonderful.		Individual adoption support provider.
Answers questions.		Individual adoption support provider.
Jan Lammers - adoption support, Spokane is phenomenal. Ready to help always! We love her!		Individual adoption support provider.
JRA is run well, and does a fine job with communicating.	CPS does not place youth who need to be placed unless they are 0-12 years old.	Agency other care provider; 50 employees.
Do all they can for us. Always call us back if we leave messages. Very supportive and informative. They have been awesome!		Individual adoption support provider.
Answer all questions in a timely manner.	Things are fine.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
When I can get ahold of them.	Easier access - easier to get ahold of them on the phone.	Individual adoption support provider.
Give me information when calling about families' subsidies.	Let me know about their terminology - IRP?	Agency child care or respite care provider; 250 employees.
They have provided support for our adoption of our daughter.		Individual adoption support provider.
Graciously answer questions when they can and the direction needed for results.		Individual adoption support provider.
NOW they LISTEN - at one time this office (front desk) was RUDE and demeaning - and NON-RESPONSIVE.	At this time - it's satisfactory.	Individual transportation provider.
Not much at all. Most people we talked with were on power trips. This is not good for the kids or foster parents.	Social workers need to understand that the foster parents are the one's helping these kids. Social workers need to show more respect and appreciation to foster parents (especially NEW foster parents).	Individual adoption support provider.
Good adoption workers.	More communication, timely payments, and listen to foster parents!	Individual transportation provider.
When I have a question, they answer it. They are always kind.	I am pleased and thankful for the help you give me. Thank you very much.	Individual unknown provider type.
We really do not require any contact, so we have VERY little. They are always great when we do!		Individual adoption support provider.
Everything - always on time.		Individual adoption support provider.
Keep us informed.	Answer the phone.	Individual adoption support provider.
Provides adoption support and medical coverage for our daughter.	Let us know about counseling and testing our adopted children might need in our area.	Individual adoption support provider.
Haven't worked with DSHS since our last adoption in 1999.	Haven't worked with DSHS since our last adoption in 1999.	Individual adoption support provider.
Keep me informed.		Individual adoption support provider.
Excellent service.	Nothing.	Individual child care or respite care provider.
Some caseworkers have great communications with our store.	Process payments more promptly and organize a system for the paperwork. I have had caseworkers throw the papers in the file until I ask where payment is.	Agency other care provider; 1 employee.
Checks come quickly after providing invoice! Thank you. Love the phone-in system.	Phone wait time is WAY too long if I have questions. Parents report that it often takes a long time to get approved, but that varies.	Agency child care or respite care provider; 8 employees.
If you have to work, they would talk to you over the phone instead of coming in the office.	DSHS needs to treat people like they would want to be treated, they talk like whatever you are calling about, like it belongs to them.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Place kids well, follow up on plan, get all services for them.	Answer phone calls sooner. When I call for something I need answers then, not in 2-6 days if not at all.	Individual personal care provider.
	Get back to you in a timely manner. I have called the caseworker for my adoptive child about needing additional childcare services (probably in Sept/Oct), and have still not heard back from her.	Individual adoption support provider.
I have a foster adopt worker and behavioral health counselor for my foster adopt son, both of which treat me with the utmost respect.	Always treat others gentle and with respect - any time a person needs the services of DSHS it is a result of a very low time in their life.	Individual adoption support provider.
Some caseworkers are very communicative and willingly return calls and give information, others leave you hanging as a foster parent with no information or support.	A number of the caseworkers do not return calls at all, and do not seem to have the child's interest at heart - kids are placed with no thought to the child or foster home. Caseworkers need to complete visits to relative care and foster homes where children are placed - this is not happening with all caseworkers.	Individual adoption support provider.
Nothing.	Understand the solution and advocate better, "I don't know"...doesn't work.	Individual adoption support provider.
Communication is generally great. Many staff seem genuinely interested in helping children and being good service partners. Our main contact person has been a great advocate. So have many social workers. They are kind.	In our perception, some social workers have been challenging for our staff to work with by not returning calls or being impolite. Social workers tend to be "hit or miss" in terms of how engaged they seem to be in working with youth and other providers. More often than not, things are fine, but we have had some challenges.	Agency case management provider; 10 employees.
They have always returned calls. Answered any questions or concerns we may have had.	?	Individual adoption support provider.
Don't have contact with anyone, never do talk to anyone.	I know of nothing at present time.	Individual adoption support provider.
I have never had a problem.	Help financially - single parent with teenage daughter.	Individual adoption support provider.
	They are doing good.	Individual adoption support provider.
	When they send papers to fill out, make sure they're in the envelope that asks for all the information.	Individual adoption support provider.
Good access to staff and records, lots of oral data, cooperative in every way.	Collect more information from community, get more historical data.	Agency counseling or psych evaluation provider; 2 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Help VERY well with disabled, adopted son, but we have an opening in our home and we have not been given another child because of this one, which is wrong. I could name several people in area with either more than one disabled child in home or over limit number of children.	Treat ALL foster families with the same respect and give us the benefit of doubt. Most of us foster parents got into this business because we LOVE children! WE have made it a career (16 years), six adopted children and, God willing, more.	Individual adoption support provider.
Answers any questions that I ask about as promptly as possible. I deal mostly with Jan Lammers in adoption support, she has always been very helpful and nice.	Nothing.	Individual adoption support provider.
Don't have much contact now, but before the adoption support specialist always returned my phone call promptly and she was very nice.		Individual adoption support provider.
Haven't had to contact DSHS for several months. The last time I contacted them they resolved the problem immediately.	I can't think of anything at this time.	Individual adoption support provider.
	[Identifying Data Redacted] could be a little more helpful in giving information about services available.	Individual unknown provider type.
I really haven't had one problem with DSHS. I have worked with Pam Copeland for years, she's great! My daughter has received wonderful services from DSHS, which has helped her to grow into the great person she is today. We are thankful that our daughter has counseling/psychiatric services available to her, it helps her so much. Thank you all for the great job you do!		Individual adoption support provider.
Spokane office is always great to work with.	Colville office is often rude. Let us know sooner when kids are cut off childcare. Pay us the going rate for childcare.	Individual child care or respite care provider.
They work with us well on the adoption support program and services.	Speed up the whole relinquishment process and adoption. Our last two adopted children had no parental involvement and they both took almost four years to finalize.	Individual adoption support provider.
Don't know, just became a new foster parent.		Individual adoption support provider.
They are always there for us and help US with whatever problems I may have.	N/A.	Individual adoption support provider.
They are always friendly when talking to them. And answer questions well to help me. Keep up the good work!		Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They don't!	They need to pay me for my child I have, instead of my ex-wife. I have shown proof of this twice. I haven't received anything from YOU!	Individual adoption support provider.
Never use, as we now live in North Dakota, but during our adoption procedure they were all wonderful.	Families that have already adopted, that live out of State, let them adopt more kids from Washington, as North Dakota has none that are young.	Individual adoption support provider.
Answer questions quickly and returns calls promptly.		Individual adoption support provider.
Ready to help whenever needed, really polite.		Individual adoption support provider.
They provide information very well about different changes.	Nothing, DSHS is very well on their job.	Individual adoption support provider.
Helps to know what programs are available to us.	Updates of new programs.	Individual adoption support provider.
Sandy Greenup - outstanding employee! Adoption support staff was responsive, thoughtful.	Nothing, in the adoption/adoption support programs. It was a supportive, responsive, timely process. Thank you!	Individual adoption support provider.
Some people are able to listen and be empathetic and understanding, others have their opinions already determined.	Communicate better, reply in a timely manner.	Individual foster care or relative care provider.
DSHS in Vancouver has improved dramatically in the past 3 years with rapport and staff changes.	DSHS in Vancouver can get paperwork done in a timely manner. We recently (Sept. 04), adopted our daughter and want a boy between 3-7 years old, and the social worker won't help us! There is NO reason that there are kids in care that are waiting for families that are READY!	Individual unknown provider type.
Counseling for youngest daughter at youth-at-risk. Staff treat us OK, when you can reach them.		Individual adoption support provider.
Janis Weber was great in helping me with some billing issues.	Train staff on forms and process at DSHS. I often have to tell you (the DCFS worker) how to do their paperwork and ask for social service notices.	Agency child care or respite care provider; 20 employees.
Explain and help me understand the requirements.		Individual adoption support provider.
When you find a good social worker - they are truly great!	When you find a bad social worker - nothing could be more detrimental ultimately for the children.	Individual adoption support provider.
They make sure the funds are there when we need them.		Individual adoption support provider.
Prompt with Medicaid and support.		Individual adoption support provider.
Answers questions thoroughly.		Individual adoption support provider.
Always willing to work at problemsolving that is acceptable to all involved.	Communication about visits, appointments, etc., can be tricky with so many involved. If there was anything to improve, it would be communication, although it is OK now.	Individual adoption support provider.
Communicate well.		Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Helped me when I could not get any help from my daughter concerning her daughters.	Could have been a lot more supportive in a crisis problem.	Individual adoption support provider.
Help me with getting treatment and medication for my son. He is ADD and ADHD, we couldn't do it on our own. Thank you!	Nothing, everything is good.	Individual adoption support provider.
"They" are courteous and patient in helping explore medical coverage. Also, their interest in our child's development (smiley face).	Better communication of various services they can assist with i.e., orthodontics.	Individual adoption support provider.
They helped me every step of the way, from foster care into adoption. Special thanks to Bill Banks (Spokane) and Brian Christianson (Lewiston, ID).		Individual adoption support provider.
Respond promptly and with courtesy. Everything has been explained satisfactorily. Everything has been done satisfactorily to date.		Individual adoption support provider.
Answering questions/deal with funding dilemmas from across the country.	Increase funding for special services, i.e., tutoring comes out of our pocket.	Individual adoption support provider.
Haven't had contact for years. When I did have contact - they listened and got my questions answered within days.	The granddaughter I adopted and receive warrant for support will be 18 in April, however, will not graduate till June. I need the money. [Personal Information Redacted].	Individual adoption support provider.
My experience with the payment has always been good, it is an efficient system.	Our social worker, [Identifying Data Redacted], is NOT efficient. I submitted mileage forms to her on August 10, 2004, and she did not get them to payment until late January 2005. She also does not return our calls consistently.	Individual transportation provider.
Please let provider know when parent is no longer eligible for childcare.	Be more understanding with private information. My parents do not do their paperwork in a timely fashion.	Individual child care or respite care provider.
Always there when needed.	Phone back a little sooner then they do.	Individual child care or respite care provider.
Knows, for the most part, what resources are available - isn't always open about them.	Use common sense, follow the law, really listen.	Individual adoption support provider.
The adoption supervisor, Jan Londus, was so pleasant it was very nice. Thank you!		Individual adoption support provider.
Take questions.	Move along to appropriate person in a more timely manner.	Individual adoption support provider.
Lately - they act like it's their own money and try to figure out ways to keep from paying out for services that are being provided!!!	Everyone needs to know what they are talking about!!! One person will authorize and 2 weeks later someone else says it was an error!!! OF COURSE we don't get paid for that.	Agency personal care provider; 5 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
	They use to be better. I feel they don't help that much anymore. It seems that they are always trying to save the State money and not pay for the services that people are providing. We need to get our paperwork faster. We need to get our authorizations so we can get paid at a timely manner. We don't like to wait to get paid. Sometimes we have to wait for a couple of months.	Individual child care or respite care provider.
Some workers are helpful - but a lot will authorize for payment then the next person on the phone will take it away. Make up your minds - we are getting stuck - we watch these kids, then we don't get paid.	We never get the same answer. It depends on who answers the phone, the answer changes and we end up losing our money. Wrong forms have been sent lately and then the parent gets penalized for that.	Individual child care or respite care provider.
The adoption support payments are very helpful to pay for counseling and tutoring.	Nothing.	Individual adoption support provider.
	Send payment and card on time. It's improved, one day earlier. Sometimes, if 1st is on Monday, I've had no coupon at Doctors on Monday morning (a.m.), it came later in mail on Monday afternoon.	Individual adoption support provider.
Listen and try to problemsolve.	Be timely.	Individual adoption support provider.
Not much, not accessible.	Regular home visits, return phone calls, follow through with services the social worker has promised.	Individual foster care or relative care provider.
Adoption support staff has always been helpful, informative.		Individual adoption support provider.
When I call to inform DSHS about address changes and things like that, they make all necessary changes and I have never had any problems (smiley face).	Everything is fine.	Individual adoption support provider.
They send adoption support checks in a timely manner.	In the past, even though I am no longer a foster parent - the caseworkers could have treated us with more respect (there were some who were really nice though).	Individual adoption support provider.
Return phone calls promptly. Ask which times work best for us for appointments.	Provide better reimbursement for in-home childcare for foster parents.	Individual foster care or relative care provider.
They respond well to our questions. They are polite and professional. They make sure payments arrive early during Thanksgiving and Christmas.	It would be better service if we could reach our caseworker without having to take a long time due to automated phone service. DSHS should send payments electronically.	Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
When I call, they always get back with me if they are not in their office and I leave a message.	?	Individual adoption support provider.
The payments are on time.	They could find the lost paperwork for our adoption support agreement and pay the correct amount each month. And meet the other terms of the agreements.	Individual adoption support provider.
Washington State had always provided us with wonderful support and staff. Missouri (our new state of resident) is behind in all areas. It would be nice to have comparable services here. Unfortunately, you can't help us.		Individual adoption support provider.
Answer questions thoroughly. Prompt payment. Updates seminars.	N/A.	Individual adoption support provider.
If I have problems, they are there to help me.	Just do what they are doing now.	Individual adoption support provider.
We have not dealt with the local office, but if we need something, we contact Kathy in Spokane. Her response is timely.	Work with hospitals, physicians and clinics to provide better customer service to medical coupon recipients.	Individual adoption support provider.
Helped with medical coupon for my son.	Nothing.	Individual adoption support provider.
Talk to me when I have questions or concerns.	If check will be late - notify me!	Individual adoption support provider.
	I think with phone call a request of change of address would be great.	Individual adoption support provider.
Helped push the adoption through in a timely yet painless manner.	After the adoption - follow up help would be great, especially with a problem child - keep in touch.	Individual adoption support provider.
They find ways to make things work. Helpful and supportive.	Clearer paperwork and provider expectations. Follow-through with sending invoices.	Individual counseling or psych evaluation provider.
They don't. They act like I don't pay taxes and then when I need help once they act like the dollars comes out of their own pocket!	Be more sensitive to people in need. Especially working parents like me. I only needed help with day care, but I make \$35.00 too much.	Individual adoption support provider.
When our other adoption support services representative was there, she listened, cared, helped with information regarding services and what to do to get it.	Be user-friendly, offer to assist when struggling through things, give referrals and do some of the leg work, call and ask what help you can be, tell me if I can get transportation, respite, etc.	Individual adoption support provider.
Answer any questions I may have - very helpful.	?	Individual adoption support provider.
They communicate very well and give you simple, easy solutions to any problem you may have.	Absolutely nothing! They have been great to work with!	Individual adoption support provider.
They have helped with everything. I have never had a problem.	Nothing.	Individual adoption support provider.
Sends everything on time.		Individual adoption support provider.
DSHS is perfect.	Nothing.	Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
The adoption support is very useful and appreciated. Most of the funds we receive are used to help our children become better people.	Be more of an advocate for the children and less lenient on the biological parent(s) who has proven in the past to be uncooperative or [un]reliable.	Individual adoption support provider.
	Send "plate/id card" for health care benefits yearly or every 2 versus monthly. Direct deposit this check versus sending each month.	Individual adoption support provider.
DSHS has answered my calls promptly and has been helpful with solutions to any problems.		Individual adoption support provider.
Always return my calls promptly and are very nice.		Individual adoption support provider.
Help guide and advise us to keep our family working together (Family Restoration with James Keroff).	Nothing, I am so thankful for the help for my child with special needs, as a single supporting adoptive parent.	Individual more than one type of service provider.
Return phone calls, understand and work with our unique family situation.	Not a thing!	Individual adoption support provider.
We have no contact with DSHS. They just mail us our medical and adoptive support.		Individual adoption support provider.
Nothing.		Individual foster care or relative care provider.
The are ALWAYS very responsive, helpful, and kind. I'm a foster parent, they are always there to help me when needed, return all phone calls and are just all around nice people.	?	Individual foster care or relative care provider.
I have no direct contact with any DSHS personnel. Previous contacts were all positive.		Individual foster care or relative care provider.
Provides referrals, is generally very pleasant when making contact with the workers, easy billing process. I rarely have to even talk to anyone.	Improved communication regarding the kids. Working as a team. Compensation for missed appointments.	Individual counseling or psych evaluation provider.
		Individual adoption support provider.
	Better communication about clients approvals, co-payments, etc. - especially when someone loses their funding - would be helpful to know before the invoices come out!	Agency child care or respite care provider; 50 employees.
Nothing, really, although our current licenser is wonderful. ALL of the social workers we've dealt with have been horrendous!	Communicate, communicate, communicate. We basically do this as volunteer work, and to be treated like we don't matter is unforgivable.	Individual foster care or relative care provider.
Answer questions I have.		Individual adoption support provider.
When we have questions or paperwork problems, they are ALWAYS friendly and respectful, even when we ask the DUMB questions.	Not much, they have done a great job helping us through this time of adoption of our child.	Individual adoption support provider.
	Return phone calls in a timely manner. Update voice mail messages daily.	Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Simple - understanding and support all the time.		Individual adoption support provider.
I have no problem with personnel in the Grant County office. By using the chain of command, I'm always satisfied with the service, their help is always there.	Provide a more prompt pay schedule for the respite caregivers. Having to wait 2-3 months for payment is something that needs to be looked into - changed!	Individual foster care or relative care provider.
Always helps when needed.	Nothing.	Individual child care or respite care provider.
Whenever I have had a question, someone has always given me a direct answer.	I have no problems with the services at this time.	Individual adoption support provider.
Mail the forms for one of their clients.	Nothing. They do a wonderful job and are very helpful when I call.	Agency child care or respite care provider; 8 employees.
Listen and give good knowledgeable answers.		Individual adoption support provider.
Answer questions and give advice.	Nothing.	Individual adoption support provider.
Pierce County - good communication by most social workers. Problems resolved in timely manner.	Took 6 weeks to get clothing voucher for foster child who came with nothing (King County placement). Make sure SSPS invoices for payments are correctly done in a timely manner. Errors were not corrected and as a result, no invoice or payment for November 2004 services until January 2005.	Individual foster care or relative care provider.
They have always treated me with respect and appreciation.	I have had a few very overworked and stressed out social workers. More staff and a smaller social worker/child ratio!	Individual adoption support provider.
Always listens to your need and concerns.	Give a list of numbers or a pocket book with number to their offices.	Individual adoption support provider.
I don't hear from them much. Even after updating a care plan, I didn't hear anything from them.	Yes - we all can work on good communication - me too!	Individual adoption support provider.
DSHS return calls or faxes most of the time.	DSHS could have more supervisors to help the call center, give better and more accurate information.	Agency child care or respite care provider; 8 employees.
I don't see any improvement in this entire process in 15+ years - same problems exist!!	Combine department caseworker visits, better information sharing among those department workers.	Individual foster care or relative care provider.
Kept me in mind through all the changes with my granddaughter (who I foster).	Hurry with the transfer to adoptions. Explain situations better.	Individual foster care or relative care provider.
Return phone calls - have voice mail.	Mail out new list of local case managers' numbers quarterly.	Individual adoption support provider.
Usually processes authorizations in a timely manner - but sometimes it takes long to find out if approved.	Could be more clear - often we get 2 or more authorization information pages, some contradicting.	Individual child care or respite care provider.
Respite care, Darrell Rogers, is always very nice and helpful.	Be more fair in the foster support program. [Have] some people who are not getting paid through the program monitor it.	Individual foster care or relative care provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Fast response from social worker. If I miss a renewal date for long term patients by a few weeks, they work with me on this.	CPS could move to having workers understand child development and hold families accountable about impact of behaviors in child. Indian Unit should have some force.	Individual adoption support provider.
Most are caring people, listen and respond well.	Lighten caseloads. Provide more support people to free up social workers from routine, mundane tasks. Overhaul payment system - the "new and improved" system is an ABSOLUTE MESS!	Individual foster care or relative care provider.
Respond in a timely fashion most of the time. Take time to explain process.	Better initial training about the process - less about specific problems.	Individual foster care or relative care provider.
Help to work with my schedule when children have many appointments - doctor, therapy, visits, etc.	Return phone calls faster - although Donna Sjoberg is the exception - she is awesome at returning calls quickly.	Individual child care or respite care provider.
Generally provide clear referral reasons at ample supportive information. Generally return calls promptly. Thanks for asking.	More feedback regarding quality of services. Facilitate standards development on a local level, at retraining among providers by sponsoring a provider fair or some such event.	Individual counseling or psych evaluation provider.
Most training, although classes are needed to help wade through all the paperwork involved.	To better inform foster parents what services are available and what, who, where to get them.	Individual foster care or relative care provider.
Send me opportunities for further education on foster parenting.	Keep me more informed - call more often.	Individual foster care or relative care provider.
Answers questions and offers classes or resources for different needs.	I don't know at this time.	Individual transportation provider.
When I need to call about an overdue account, or checks sent to me but not mine, often the person will investigate even if it's not their own.	Get everyone to pay us on time. I send in invoices every day, but some still take over 30 days to pay. Set up initial PO with correct store information for fast payment to correct store number.	Agency other care provider; 70 employees.
Return telephone calls in a timely manner.	Process the payments more quickly and without having to wait 1 or 2 months for payments.	Individual foster care or relative care provider.
Respond to e-mails and phone calls fairly promptly.	Be more forthcoming about a child's situation.	Individual adoption support provider.
Promptly answers calls and helps with all questions.		Individual adoption support provider.
Checks and problemsolving delivered in a timely manner.	I am satisfied with services.	Individual adoption support provider.
More training - more time to talk with social workers.	Make timely payments!!! I've lost providers because payments were late.	Individual more than one type of service provider.
N/A.	N/A.	Individual adoption support provider.
I have no personal contact with anyone.		Individual adoption support provider.
Responds to questions quickly.	Find a way to decrease turnovers (transfers) in case workers.	Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Caseworker, Kathy Hameisly, quick on returning calls - always warm and friendly and helpful.		Individual foster care or relative care provider.
	Orchestrate payment of fees better!	Individual counseling or psych evaluation provider.
George Hetherington was great, since then one change after another. New this, new that.	(1) Stability. (2) I am a great foster care person, but you should focus on your marginal foster care parents who are in it for the money.	Individual unknown provider type.
Persist in working 'til resolution is achieved.	Less down time.	Agency child care or respite care provider; 22 employees.
No complaints - (compliment).	Phone service: They sometime don't get back to me and I need to call sometimes again and again - but mostly it's okay.	Individual child care or respite care provider.
Keep me informed. Speak respectfully to me. Supportive of my efforts. Accommodate my schedule.		Individual foster care or relative care provider.
Very little, very difficult to resolve issues that cost the provider money.	Review WAC's, rates and be held accountable to pay provider's losses when errors are caused by DSHS staff.	Agency more than one type of service provider; 6 employees.
	I think DSHS is regressing on their helpfulness to foster parents. We use to be able to use common sense about situations, now things are so inflexible and that's sad. We can't even provide respite from one another anymore. There needs to be more flexibility and each case should be considered for certain situations separately.	Individual adoption support provider.
No contact with DSHS at all.	?	Individual adoption support provider.
DDD caseworker, K. Beckman, is impeccable. Same is true of CPS caseworker, Don Burdulis, (when I contacted myself as a last resort in desperation).	Never allow an adoption case worker (D.H.) to pursue a family (a single professional parent), promising \$2,000 per month for multiple disabled child, then ON THE DAY of PLACING THE CHILD, say the child has "only ONE disability - so the support will only be \$296 per month - but if that's not enough, there's a new family waiting NOW!" This is called BAIT AND SWITCH and it is ILLEGAL. It ruined my career and I literally fell into BANKRUPTCY as a result. And, by the way, my child has been turned down at the deaf school because he has SO MANY OTHER DISABILITIES and is at home currently home schooling and this increased stress, my health is ruined and we are devastated.	Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Margaret Freedle, the adoption support person, has been excellent to work with!		Individual adoption support provider.
I like the people! Usually very patient with my questions.	Raise childcare rates in addition to paying the little bit they are supposed to be paying!!! I don't appreciate lengthy phone holds.	Agency child care or respite care provider; 8 employees.
We work together as a team.	The supervisor, caseworker and I work well as a team.	Individual transportation provider.
	Answer phone messages - return phone calls. Do things in a timely manner.	Individual child care or respite care provider.
?	?	Individual foster care or relative care provider.
Courteous and thorough when I call. Address all the questions I have.	More people working the phones.	Agency child care or respite care provider; 15 employees.
Return calls - quick answers to questions.	Very often I get conflicting letters or an approval letter but no space on my invoice to get paid.	Agency child care or respite care provider; 100+ employees.
Keep you on hold for hours.	More courtesy when we adopted kids from you!	Individual adoption support provider.
For the most part, the caseworkers I have worked with have been very professional and easy to work with.	Up rates for professional services to come closer to the standard rates for the area. Currently, DSHS rates are SUBSTANTIALLY lower than the norm for identical services in the area.	Individual counseling or psych evaluation provider.
This office is great; Kent has a caseworker straight from "hell".	This office is great, not so with Kent office TANF Program.	Individual adoption support provider.
I haven't had any problems with adoption support. They have done an excellent job.	Nothing to speak of.	Individual adoption support provider.
If I need something or have a problem, they try to help me out.	Do their JOB.	Individual adoption support provider.
I live out of State, but I have no problems when I need help from the staff.	I can't think of anything else, they do everything!	Individual adoption support provider.
Always empathetic, supportive.		Individual adoption support provider.
We work well with the group care coordinator, and the Tacoma placement desk.	The workers could send us the paperwork required by our contract. They could be much less rude. They could know their jobs. They could pay us on time. They could hear when we have problems with things and not blow us off.	Agency foster care or relative care provider.
Our licenser, Matt Cleary, is especially helpful in getting us information and making positive corrections.	Your web site is hard to navigate at times. Timeliness in our payments would be nice. Payment came in Jan. for services we billed in Oct!	Agency family preservation services (IFPS) or home based provider; 84 employees.
Refer clients for counseling.	Make billing for counseling easier. Don't take kids off Molina when they get removed from home. That would let them stay with present Doctor and therapist for the best care.	Agency counseling or psych evaluation provider; 40 employees.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Seems to be a wide variety of abilities among case managers/social workers - those that have more experience are good about sending referral packets and cover letters, also authorizations for payment.	Often slow to put through authorizations for payment. On several occasions recently, SAY kids have been dropped from treatment without any preparation and against therapists advice. Several have since re-offended VERY bad about "no shows" which are costly for our agency.	Agency more than one type of service provider; 3 employees.
Available, very cooperative with scheduling, diligent, always refers phone calls, and very pleasant to work with. You are all doing a wonderful job and I appreciate it greatly. [Personal Information Redacted].	Keep up the excellent service and good rapport they exude.	Individual counseling or psych evaluation provider.
DSHS treats me with respect most of the time. They value my opinion and help me help "my" kids.	Call me back when I have a question and if the social worker doesn't know the answer to my question - FIND OUT - and get back to me within 24-48 hours.	Individual child care or respite care provider.
I have a very good relationship with the two social workers I work with.	Have foster parents have more of a "voice" in legal matters.	Individual foster care or relative care provider.
	More accuracy on the invoices.	Individual foster care or relative care provider.
???	Provide annual respite for foster adopt special needs kids. Not treat you as a pariah the minute you ask for help with a newly foster adopted child.	Individual adoption support provider.
Tree house is great! Liaisons and training great.	Quicker reimbursement. Easier respite providers. Less allegations for good foster parents. Reimbursement was 6 months late from Seattle office. Very quick every time from Kent office. Investigators need more training. They are asking young children closed-ended, subjective questions - then acting on false allegations.	Individual transportation provider.
Mostly - some caseworkers are very slow in returning phone calls.	Return calls.	Individual counseling or psych evaluation provider.
	More patience and courtesy, be more on top of the parent's schedule and give hours according to billing.	Agency foster care or relative care provider; 35 employees.
Flexible scheduling of appointments. Very quick reimbursement.	Listen better. Don't make assumptions. Ask for my point of view.	Individual transportation provider.
When I need to take my little boy for medical help (Doctor, Dentist, etc.) there is never a question.	So far so good.	Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
We don't have a lot of contact, but payments are prompt and reminders of important dates have been appreciated.	We are also in the process of obtaining our foster care license again. Hold ups in Olympia (re: background checks) have been ridiculous. We're had to fill out 3 because of expiration dates. This is sad when you consider the number of kids who need homes.	Individual adoption support provider.
Haven't had face-to-face or phone contact this year. I get an "adoption support" check every month, and it is very timely. (I don't have face-to-face or phone contact).		Individual adoption support provider.
You do not support your foster parents - We can't get respite because you pay shamelessly low amount no one will do it - So there is no break for us foster parents and we want to give up.	Pay respite better and offer more services for us foster parents - and don't PAY the relatives less than regular foster parents (what's the difference?). I take phone calls for dad and dad visits - provide my home for mom's visits; and no extra pay for that.	Individual other care provider.
I have had terrible interpersonal relationships with social worker. I have encountered very poor customer service. If they were a commercial organization they would be out of business and hounded by the Better Business Bureau or the likes of such. Basic COURTESY!	Keep us informed of changes made to scheduled meetings we need to attend and show up for. BASIC COURTESY! Notify us when no one is going to show up for meetings in our home. Answer requests for mandatory tasks the first time, not the 20th time, the day we are leaving town. So use more taxpayer money to teach MANNERS? Something is very wrong, who is supervising this?	Individual more than one type of service provider.
Processes our requests in a timely manner.	If someone is out of the office, out of town or ill, try to have someone else help to keep things moving.	Individual adoption support provider.
Adoption support is outstanding. Always treated with respect, courtesy and sincere effort to help.	Foster care system is nearly dysfunctional. Many young social workers with limited experience, too much power and "out to save world" complex.	Individual unknown provider type.
	Answer the phone - pay sooner than 3 months after the service - when in person have the necessary identification to show who they are.	Agency child care or respite care provider; 8 employees.
They are always friendly and kind, wanting to do whatever they can to help you. If they can't help, they find someone who can.	Hearing from them more often about what is going on with whatever concerning the child. Knowing more helps (medical, etc.).	Individual foster care or relative care provider.
Answer my questions.	Contact us from time to time to fill us in on new programs, etc.	Individual adoption support provider.
	Pay more for new baby care - it is a 24 hour job 7 days a week. Especially infants that are drug babies.	Individual more than one type of service provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
The staff seems to really care.	Have more staff - less of a workload per individual.	Individual adoption support provider.
Provides health care and adoption. Support payment regularly.	Make available list of local doctors/dentists who take medical coupons.	Individual adoption support provider.
Not applicable - receive notice in mail when someone has been authorized to make purchase.	Billing address on their P.O.'s and authorizations. Phone numbers on all correspondence.	Agency foster care or relative care provider; 500 employees.
Return calls.	Help me get additional coverage for ongoing Rx expenses for our son.	Individual adoption support provider.
Haven't talked to anyone for 3 years.	No recordings.	Individual adoption support provider.
Pay adoption support consistently on time. Make no changes to support agreement.	More assistance finding therapists (hard to find GOOD local experienced therapists).	Individual adoption support provider.
Consistency of answers. I don't get a different answer from different people. Regular reimbursements always on time.	Have a real person answer the phone instead of always having to leave voice mail.	Individual adoption support provider.
They are always nice and courteous. They are always to the point.	Nothing. Thank you.	Individual adoption support provider.
	Returning phone calls.	Individual foster care or relative care provider.
Now that we are out of state, I do not have much conversation/need assistance.	It would be nice to receive more adoption support now that the children are older and require more.	Individual adoption support provider.
	Answer phone calls faster. Pay better.	Individual adoption support provider.
Return phone calls promptly.		Individual adoption support provider.
Set-up a procedure to solve a problem.	Nothing at this time.	Individual adoption support provider.
	Pay provider in a timely manner. Keep better track of billing so that 2 or 3 people are not involved when trying to locate it.	Agency more than one type of service provider; 10 employees.
I had a question - and got my answer.	I don't know. I only had the one question, and I got my answer.	Individual adoption support provider.
They always have my payment on time.		Individual adoption support provider.
Adoption support people are great - return calls and answers questions quickly.		Individual adoption support provider.
	SOMEONE needs to take responsibility for tax problems caused by the State of Washington related to adoptive/foster families.	Individual adoption support provider.
Provide information when needed.	Listen better. Make some things easier so we don't have to jump through so many hoops. Some staff also seems overworked and tired.	Individual adoption support provider.
Pay for medication.	More resources for difficult children.	Individual adoption support provider.
Helped with medical coupon question.	None.	Individual adoption support provider.
Not usually. They often can't help, don't know what's wrong, or simply send me to someone else.	Any office should be able to help, give information or work on any account.	Agency child care or respite care provider; 15 employees.
Answers questions the 1st time.	Possibly have more staff to answer phone calls. The wait time is usually over 15 minutes.	Agency child care or respite care provider; 30 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very supportive in all meetings.	Get more staff.	Individual adoption support provider.
Everything okay.	Better communication between state and local offices - and between DSHS and other agencies.	Individual adoption support provider.
	Assist in locating resources, i.e., good Dentists who accept medical coupons.	Individual adoption support provider.
Caseworker returns calls. If she is not there, her supervisor helps us. Caseworker talks and explains.		Individual foster care or relative care provider.
I've been happy with the folks who have helped with the foster and foster/adopt services my family has received.	I'm okay with the way it is. I know that these things take time legally and otherwise.	Agency foster care or relative care provider; 6-8 employees.
If I call, they are ready to help answer my questions ASAP.	Nothing.	Individual adoption support provider.
Explain my options.	Notice for renewals - in advance.	Individual adoption support provider.
LISTENS to me first before responding or making recommendations.	N/A.	Individual adoption support provider.
We appreciate everything DSHS does and has done.	Name any Orthodontists in Pierce County or ? that accepts medical coupons. Our adopted children will have need in that area.	Individual adoption support provider.
Lately, they have been following through with payments in a more timely matter.	Get back more promptly to return phone calls.	Individual child care or respite care provider.
It seems to me that when the ball is in the DSHS court, they drop it.	Realize that not every provider is out to take advantage of the state that WE live in.	Individual child care or respite care provider.
Return my calls and answer my questions.		Individual adoption support provider.
Could act like they care - helpful suggestions.	Answer the phone and really get back to you in 24 hours. Follow through.	Individual foster care or relative care provider.
They never speak down in person. Cover outpatient psychotherapy for adolescent in adoptive home. Love the phone in invoice - very useful!	Contact me from time to time - maintain level of dollar support, rather than cutting it back.	Individual adoption support provider.
Cannot answer questions 1, 2, and 3. We have not availed ourselves of these services yet.		Individual adoption support provider.
I like how they have reorganized the office.	Shorter wait time.	Individual child care or respite care provider.
Always answer questions and give me answers timely.	Nothing.	Individual adoption support provider.
I have never had trouble working with the office (Snohomish County). My caseworker during adoption process was difficult to deal with.		Individual adoption support provider.
They respect my professional opinion and follow my recommendations.	They could communicate more. It is difficult to contact by phone. I'd like more group conferences and be notified in time to attend (and get paid).	Individual counseling or psych evaluation provider.
We have had NO trouble. Very happy.		Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Everything.	Nothing.	Individual adoption support provider.
Most workers truly want to make a difference with families, which makes everyone's job a little easier! When we ask for information or additional services - the caseworkers really try to accommodate!	Better communication and reports about changes in the case of ISSP's. Contracted providers must provide monthly reports to caseworkers - it needs to work both ways.	Agency counseling or psych evaluation provider; 2 employees.
Whenever I call in - they are very helpful and always call right back.	Assign voucher identification number to the temporary blue vouchers for tracking purposes (in Goldendale, Washington).	Agency transportation provider; 15 employees.
Pay their bills - most of the time, but not always in a timely manner.	Having my wife verbally assaulted and left in tears is neither courtesy or respect. Be honest. Don't tell us something that is obviously untrue. It is almost impossible to talk to a caseworker when you need to.	Individual foster care or relative care provider.
I haven't had any problems with them, they have been very courteous.		Individual adoption support provider.
Listen and follow through in most cases.	I really have had no negative experiences to relate.	Individual adoption support provider.
They explained services that I was eligible for and how they worked. I was able to get appointments which worked well with my work schedule.	N/A.	Individual adoption support provider.
In the past, service has been excellent working with Shari Thaut, Adoption Support of Everett - kind, pleasant, always helpful and a pleasure.	New lady, [Identifying Data Redacted], Adoption Support (Everett) very rude and not helpful at all! Don't look forward to having to work with her.	Individual adoption support provider.
Answer my questions properly.	Maybe a small increase in the check, which has been the same since the adoption in 1991.	Individual adoption support provider.
No dealings with staff in years. No complaints. They are timely with adoption support payments and medical coupons.	How about EFT payment? And I can't figure out who I would call to correct a name spelling. Call me! [Personal Information Redacted].	Individual adoption support provider.
For the most part they have been prompt and informative.		Individual adoption support provider.
Helpful with payment to adopted child.	Need more help with dental.	Individual adoption support provider.
We have had good care at every level from foster to post-adoption. We have been especially grateful for the quick response post-adoption.	Everyone that we have worked with has served us with excellence.	Individual other care provider.
Assists with providing information about clients for supervised visitation.	Provide information in a more timely manner. We had a situation where we were not notified that parents would be 1 hour late. We returned child home, then parents arrived.	Agency more than one type of service provider; 38 employees.
Always polite.		Individual adoption support provider.
Answer my questions in a timely manner - return phone calls, very prompt.	Not sure - everyone knows what their job is - and they help to provide the best service! Thank you.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Providing means for us to care for our impaired son.		Individual adoption support provider.
They keep accurate records. They attempt to be helpful, even if the information is incorrect.	Update and clarify their information for foster care and relative placement families. It is all outdated and often information is misleading.	Individual foster care or relative care provider.
Answer any questions that I may have regarding my account. Always helpful.	There is nothing at this time that I think can be better. Doing a great job. Keep up the good work.	Individual adoption support provider.
Adoption support. Counseling. Medical coupons.	Have more phone lines - always get voice mail.	Individual adoption support provider.
Since I adopted, I don't see DSHS people much. But when I do see them, they are very polite and helpful.	They need to put red flags up on computers that kids are adopted or in foster care still. So parent can get information about them.	Individual adoption support provider.
Over the phone, service is wonderful!	Better one on one service at DSHS center.	Individual child care or respite care provider.
Nothing recently. In the past, DSHS was helpful with finding resources, helping with evaluation of a difficult child. Good about e-mail, usually.	We see the TREMENDOUS burden on caseworkers, BUT not much communication between caseworkers and foster parents. Often time weeks would go by without a word. Foster parents really have to advocate for kids and often wonder if they're alone.	Individual adoption support provider.
Have people like Susan Kutrona and Carol Cyr working with us and making it easy and enjoyable to get the adoption support done.	With us, it was such a positive experience. At times the adoption worker was less than professional but she must have had a few, bad days and it reflected in conversation with us.	Individual adoption support provider.
Explain everything (in detail) for situations and what has to happen or be done.	More phone numbers.	Individual adoption support provider.
	Inform adoptive parents of the resources available.	Individual adoption support provider.
Answers questions, follow up.	Better support resources for problems. Have more power to get support resources.	Individual adoption support provider.
	Making a stronger effort in letting family members adopt relative members of the family (children) under their care and being honest in the process.	Individual adoption support provider.
They are available to assist, especially when problems arise concerning payment of medications. Their honesty and integrity is appreciated. When they say they will do something, they follow through.	Provide me with services offered and available (lists). Create a network of adoptive families like foster parent association.	Individual adoption support provider.
They supply me with the information I need concerning resources, etc.	So far I have had some very efficient caseworkers and have had a great response from them.	Individual adoption support provider.
Communicate and listen to our needs.	Understand the position of the foster parent - our schedules, etc.	Individual adoption support provider.
They keep us with the same person. Kept us fairly well informed.	Help more with paperwork - that seems to be our biggest pain of frustration. Takes too long.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Friendly, helpful - treat me as a valuable part of the team.		Individual transportation provider.
DSHS is always on time with the checks for childcare.	It takes a long time to reach Region 5. Sometimes we have to wait half hour to 45 minutes or longer.	Agency more than one type of service provider; 20 employees.
	Provide good phone numbers for our caseworker(s). Sometimes it is very difficult to receive timely service.	Individual adoption support provider.
	Better communication with foster parents; provide better records when child transfers to new home. More understanding that foster parents have jobs too, and flexibility to foster parents should precede flexibility to bio-parent.	Individual foster care or relative care provider.
Responds quickly to e-mail regarding clients.	Accounts accuracy and more notice when clients are no longer eligible.	Agency child care or respite care provider; 29 employees.
Always available to answer questions. This program allows much peace of mind, having medical and day care helps a lot.	Perhaps an information letter re: services. Ongoing problem with children dealing with this life situation.	Individual adoption support provider.
I do not deal with DSHS. The children were adopted.		Individual personal care provider.
Adoption support - easy to work with Jan Lanmers.	During the adoption process - caseworkers not very organized. Caseworkers need to be more proactive in communicating status update.	Individual adoption support provider.
Help the best they can with the problem at hand.	Communicate more often - be more available.	Individual transportation provider.
Nothing - I have to harass the department to get anything done - my foster children fall through the cracks because of the high rate of sick days 2 of our social workers take.	Don't refer high medical kids to social workers with chronic illnesses. When decisions need to be made, my child can't always wait 1 to 4 weeks for the social worker to come back to work.	Individual foster care or relative care provider.
They are quick to process my requests.	Answer phone calls.	Individual adoption support provider.
Able to have answers to my questions. Usually available when I have a question for someone.		Individual adoption support provider.
They are prompt to call back when I leave a message, and answer question quickly (smiley face).	Maybe explain exactly how you fill out review forms for non-responsible relative pay.	Individual adoption support provider.
Rocky Terry is very good at returning calls in a timely basis.		Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Depends on the person. Peggy Wattling and Shirley Dicus are great! But we have had a few that don't seem to care. It's just a paycheck to them.	Help get these kids a career at 18. They are not ready for the streets, have no insurance, no one to pay for college. Most have been on medication. To get through school than self medicate themselves on the street. And we are not paid enough for what were put through! There are 5 of us plus the kids that keep coming home because they can't make it in the real world. We need more money!	Individual foster care or relative care provider.
For the last year I have not had but one person return a call, and that was just last week.	For one, we could be treated with respect for what we do 24/7. I have not been treated fairly at all, I've been ignored and blacklisted!	Individual adoption support provider.
They find out answer if they don't know and get back to me ASAP.	I feel there is nothing at this time.	Individual adoption support provider.
My (our) caseworker is very sweet and is TRYING to find us a child to adopt. We'll even consider a handicapped child!	I have asked for information on foster care classes to become a foster parent from 3 different individuals, all of which promised to send me information for upcoming classes. I have NEVER received ANYTHING! This is really, really, sad! I can't become a foster adopt parent (again), without this information. First, I was sent to someone in the Tri-cities, then to someone in Yakima or Grandview (?) and the last person was from Walla Walla, where I live. Nice people - but they're NOT getting their jobs done (sad face).	Individual adoption support provider.
My caseworker (currently) is respectful, responsive and caring, however, she cannot repair the damage done before her.	Treat people like humans with needs, not criminals out to defraud the system.	Individual adoption support provider.
I'm having trouble with this one.	Listen more. Social workers don't live with the child. It's easy to office-quarterback. Give ALL information when we take in a new child. Give us the services needed. Don't stone-wall.	Individual more than one type of service provider.
Explains clearly.	Less phone waiting.	Individual adoption support provider.
The call center staff are quite friendly and helpful. I can usually get all my needs met over the telephone.	There used to be a provider line - 877-980-9180 ext. 9. We no longer have the "extension 9" option, and I miss it. There also seems to be a lot of office politics governing who gets audited and who has to send in lots of paperwork to qualify for WCCC.	Agency child care or respite care provider; 11 employees.
What contact we do have is good.		Individual adoption support provider.
Informative, efficient, forthright.		Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
If they can't help me, they refer me to someone who can.		Individual adoption support provider.
Give referrals.	Be more accessible by phone.	Individual adoption support provider.
Answers my questions when I think what to ask.	Give me information before I have to ask.	Individual foster care or relative care provider.
Always courteous and pleasant to talk to. Very knowledgeable.		Individual adoption support provider.
They don't. [Identifying Data Redacted] is not nice and doesn't listen.	Remove [Identifying Data Redacted].	Individual adoption support provider.
Talking and answering all my questions.	The caseworker, Annie Shea, does a wonderful job.	Individual foster care or relative care provider.
I have almost no contact anymore with DSHS so I'm not a good candidate for this questionnaire. In the past I found DSHS very good to work with and helpful.	I have no comment on this question since I have almost no contact with them.	Individual adoption support provider.
We are very lucky!!! They send our checks before the 1st of the month and we appreciate that very much!!	You are very awesome.	Individual adoption support provider.
They listen to my problems and requests, and respond.	Nothing I can think of.	Individual adoption support provider.
Most of the DSHS staff in Washington State were very responsive and helpful. Jan Lammers and Pam Eschbach are very on-top-of-their-game!	Train the Virginia DSHS staff to be as helpful, courteous, and efficient as the Washington State DSHS staff.	Individual adoption support provider.
	Put their kindness in customer service.	Individual adoption support provider.
Never had anything but excellent service from DSHS. AAAAA in my book.	Need to better educate your counterparts in other states.	Individual adoption support provider.
	Recent changes to foster care payments have resulted in a 20% error rate for payment to our agency - maybe worse. On 1/25/05, I submitted bills totaling \$20,000. I received a payment of \$7,000. Is this a joke?	Agency foster care or relative care provider; 300+ employees.
I don't really have to deal with DSHS.	See # 2 above [I don't really have to deal with DSHS].	Individual adoption support provider.
Allows us to provide a needed service for our community.	Could provide pre-paid envelopes for all vouchers, and timely payments.	Agency transportation provider; 5 employees.
Corresponding by e-mails works so good - you don't have to play tag by phone.		Individual foster care or relative care provider.
Medical care and coupons - excellent. Training is great. Payment is regular.	Be sure information gets into case files. Keep court papers current and provide copies to foster parents. Invite foster parents to hearings.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Until our most recent experience, the Kent office/staff was our best information and support resource.	We had a caseworker who gave out our phone number and address to our foster child's birth family. [Identifying Data Redacted] is making us re-think being foster parents.	Individual foster care or relative care provider.
Return calls - keep us informed of the situations at hand.	I feel the service could be greatly improved if there were more employees to lighten the load of DSHS workers.	Individual foster care or relative care provider.
Responds quickly to questions, concerns and information needed. Whether through telecom, e-mail or faxed and/or mail.	Very satisfied with response and help needed/received.	Agency foster care or relative care provider; 9 employees.
Once paperwork gets filed properly - payments and medical coupons come promptly. Sometimes it takes some doing to get it in place.	A GOOD medical coupon should be automatic when placing children - even if it's just on a short time - if caseworkers want the child to go to the Doctors, they need to provide a real medical coupon - not a letter. It's very time consuming for foster parents to keep after caseworker to provide us with a coupon - many times the child has left before I get a coupon to pay for the tests a child has needed.	Individual foster care or relative care provider.
Payments and coupons are always on time.	Let us pay the difference in costs between coupon coverage and the real price to get better care and service from doctors.	Individual adoption support provider.
Letters are sent out promptly when client services are going to end.	Each parent needs one casework not A TEAM! You're expecting 20 people to know one person. How about if one person has their own people? Pay full time to providers - no co-pay. It will stop what you call THE FRAUD. Come to the Association meetings to explain how the system works. You would like us better if you knew us.	Individual child care or respite care provider.
Social workers generally call or e-mail back promptly. They are very willing to fill us in on whatever we need and want to know.	COMPLY WITH ASFA!!! Kids need permanence in a timely manner. I understand caseloads are heavy - throwing up your hands and doing nothing doesn't make cases go away. It hurts kids and drives away foster families. Have a plan, work your plan, truly let kids come first.	Individual foster care or relative care provider.
The provider line has become more open.	Cannot think of anything right at this time. So far they seem to fill our needs.	Individual foster care or relative care provider.
Provide background information on clients. Provide transportation for clients.	Assigning cases back to caseworkers. Work with clients to reduce "no shows". Provide client information earlier.	Agency child care or respite care provider; 35 employees. Individual counseling or psych evaluation provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
N/A. I have not had personal contact for over a year.	Understand ethnic cultures and traditions of Native Americans.	Agency foster care or relative care provider; 9 employees.
Not at all do they help and work with us! It seems they are don't care about who they seem to hurt.	Tell the truth. Stand up and face reality. DSHS needs better workers who know what they are doing, and not ruin people's lives.	Individual adoption support provider.
Fast to assist families in need.	Prepare a more updated handbook. Notify provider of age. Change with childcare cost change.	Agency child care or respite care provider; 27 employees.
Call me back promptly. Provide options for visiting - work with me for best interest of children in my care.	Seattle North office could finally pay my respite provider for the last YEAR of care.	Individual foster care or relative care provider.
It seems like caseworkers are on vacation a lot.	Call back within 24 hours to let me know you are working on it. When for some reason I don't get paid, do not tell me how large your caseload is. Make every effort to get me paid on a supplemental invoice. Don't ask me to wait until next month.	Individual child care or respite care provider.
Everything.	Nothing.	Individual more than one type of service provider.
I don't work directly with anyone in DSHS. When our adopted children need help, then I start calling to try to find the right people. It is hard.	Help us find the support services we need - it can take years to get through the maze of who to call for which services, who specializes in what, etc.	Individual adoption support provider.
Yes.	Yes.	Individual child care or respite care provider.
If you are nice to them, they are nice to you.	More staff to help lighten caseworkers load.	Individual foster care or relative care provider.
Sends voucher on time monthly.	Return calls - keep foster parent informed - complete tasks asked of foster parent in a timely manner.	Individual foster care or relative care provider.
	Make sure paperwork is done in a timely matter. I have waited 3 months to be paid for doing respite care, just because someone didn't do their job.	Individual child care or respite care provider.
Provides background information with written referral.	Include me in staffing an LICWAC meeting that are about the client. Notify me in advance when client is going to miss their appointment.	Individual counseling or psych evaluation provider.
Most of the workers are excellent.		Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I get excellent referrals. Communication after the referral varies, depending on caseworker - some are very good, some are almost silent.	The change in billing/payment system (change from local to regional office) was HORRIBLE. The regional office was months behind in inputting information, and thus payment. No information on who to contact - or how. Even though statements/reports were submitted to the local office they didn't get forwarded and I didn't even know I was supposed to send them somewhere else. I found out from other providers!	Individual counseling or psych evaluation provider.
They try hard - just overloaded with caseloads. So much turnover, they miss doing things. My foster license was 8 years behind. Also, there was a raise in pay I missed 3 years.		Individual foster care or relative care provider.
Not much to do.	Return calls quicker.	Individual foster care or relative care provider.
They helped me adopt my daughter and are always helpful.		Individual adoption support provider.
Prompt e-mail replies.	Allow time for discussions when doing health and safety check.	Individual transportation provider.
Payment.	Faster response time. Knowledge of laws.	Individual foster care or relative care provider.
They are always consistent with our adoption support checks, which is greatly appreciated.	At this time we are pleased with the service we received. Thank you.	Individual adoption support provider.
0	Be nice - treated with respect and courtesy.	Individual adoption support provider.
Good two way communication involving care for our children.	Process travel vouchers as soon as received.	Individual transportation provider.
Medical coupons and adoption support money arrives on time.		Individual adoption support provider.
	Answer the phone; return phone messages; reply to e-mail inquiries; make timely and correct referrals within DSHS to individuals to deal with problems WE encounter with mental health bills DSHS says it will pay and then doesn't.	Individual adoption support provider.
Fairly prompt in returning calls. Assist as needed. Refer me elsewhere.	Fill a request in a timely manner without me making 2 calls.	Individual adoption support provider.
Some workers really know how to partner for the benefit of a child. Some go the extra mile for youth - seems there are fewer that do.	Supervisors set the tone! Hire carefully! Help problem solve. Have a "can do" attitude. Don't complain all the time about being overworked, under paid (bad attitudes).	Agency foster care or relative care provider; 20 employees.
Some are easy to talk with over the care of children, others are not.	Provide more support to ALL foster parents.	Individual foster care or relative care provider.
Answers questions quickly.	Nothing.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Lot better since provider phone lines are in use.	Raise rates to a more reasonable. I am not going to take DSHS - because I am losing dollars, DSHS clients should have to give us 2 weeks notice for services we provide.	Individual child care or respite care provider.
	Don't make people wait so long.	Individual adoption support provider.
	Return phone calls!!! Only 40% are returned.	Individual foster care or relative care provider.
When we get calls for respite care we get them all in one hour.	Answer their phone when we call and to get us their medical coupon.	Individual foster care or relative care provider.
Caseworkers - great - very helpful. Training - very good.	Licensing - lousy - discriminatory. Ombudsman - no help at all.	Individual foster care or relative care provider.
Listens to our needs: adoption support makes it possible for my kids to have dance lessons, music lessons, instrument rental, sports fees - buy extra clothes for these activities. It would be a definite hardship for us to do it without that monthly help. And support gives us less stress.		
	More money? I'm extremely grateful for what we get.	Individual adoption support provider.
Returns calls promptly, provides necessary information requested.	Support and encourage, return phone calls.	Individual adoption support provider.
	Tell the truth.	Individual more than one type of service provider.
	More communication.	Individual adoption support provider.
Social worker, David Parks, is always available for support.	We appreciate DSHS local staff - so we are very satisfied.	Individual foster care or relative care provider.
Thank you for being courteous and respectful. Thank you so much for hearing my complaints.	Process mistakes that DSHS makes on invoices faster. This is how we pay our bills. Let us know earlier when people's status change.	Individual foster care or relative care provider.
Not much.	Be more honest - about the kids, placements, services needed.	Individual child care or respite care provider.
Thanks - we needed some questions about funding answered and they worked well with us.		Individual more than one type of service provider.
Notices that childcare is about to expire. Notices that will help low income families meet their financial responsibilities.		Individual adoption support provider.
	More comparable pay for all ages and friendlier customer service.	Agency child care or respite care provider; 1 employee.
	Keep track of their own records. Pieces of my file are repeatedly lost and I have to search and send duplicate information. Letters with negative tone are sent when it is DSHS mistake.	Individual child care or respite care provider.
I like being able to submit invoice by phone. Paperwork is efficient and timely - Raelean Kaege, Spokane, Washington DSHS office, has done an excellent job!	Keep on letting us freely and easily get services for our kids (foster). I think they do a great job.	Individual child care or respite care provider.
		Individual transportation provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Yes.	We need shorter wait times on the phone when we call in.	Individual child care or respite care provider.
	It would be nice if the adoption support payments could be set up for direct deposit.	Individual adoption support provider.
Awesome.	They are great to deal with.	Individual more than one type of service provider.
Explain every question well, clear and simple.	Nothing at this time.	Individual child care or respite care provider.
Answer questions, give details - instruction, return phone calls.	Cannot think of anything. When a child/children gets moved - let us know as soon as they know - to help prepare everyone.	Individual foster care or relative care provider.
	Answer phones within a few rings. If they have to put us on hold, limit the time we have to wait to less than 2 minutes.	Individual child care or respite care provider.
Listen well. When my adopted son began having severe emotional problems, our caseworker was wonderful. I was helped and given information on where to go to get the help we needed.	I don't need personal help very frequently, but when I do, DSHS has been there for me!! Our children were 3 years and 16 months old when they came to us. They are now 16 years and 14 years old. They have issues that can be traced back to their early childhood. When I needed help dealing with it, DSHS was there for us!	Individual adoption support provider.
There [are] not many times I do talk to anyone.	I have 2 foster girls, day care [one (2), one (1)]. I was getting \$599.00, then it went [to] \$515.02. They're more care as teach more, potty train, etc.	Individual foster care or relative care provider.
Send checks in a timely manner. Provide medical coupons on time. I appreciate access to your staff through e-mail. Provide ongoing educational classes.	Answer their phones, pay respite providers in a timely manner, listen to our concerns since many of us don't call until we have to - due to behavior or crisis. Depends on who it is. Some of them should not be working in this field. They make our efforts fruitless.	Individual adoption support provider.
Was informative about cases.	Allow more lenience on baby-sitters for your foster kids.	Individual adoption support provider.
Always helpful and tries to accommodate me in the best way possible.		Individual adoption support provider.
They are supportive in team meetings and providing special needs financially at times. Return calls in a timely fashion. Training support.	Family counseling possible - working teamwork into a placement with the care parents and child. Find needs and discuss them on a monthly basis. This would help the agency see a potential hazard coming.	Individual child care or respite care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They listen - however, often without complete resolution.	Get the payment processed before the deadline so we're not ALWAYS a month or more behind. Example: November being paid in January (regular or supplemental run).	Individual more than one type of service provider.
I haven't had to request anything until now. Don't know yet.	I am satisfied.	Individual adoption support provider.
Very good with corresponding in the mail.	Have more open lines.	Individual adoption support provider.
Adoption support always answers all my questions well.	I feel adoption support works well with families.	Individual adoption support provider.
The children set up for my day care.	Be a little more patient on the phone and not so rude.	Individual child care or respite care provider.
Yes, we are satisfied that you are working hard to help with our needs.	Get background check back sooner.	Individual foster care or relative care provider.
Prompt monthly payment and travel payment, courteous, polite, helpful.	Better communication - quicker responses, hard to get ahold of social worker.	Individual foster care or relative care provider.
	Wait for a bill before issuing payment. Your client had up to \$75 to spend. He used \$74.59 the check was for \$75. We will now have to send a refund for \$.41. Does not seem very efficient as it will require time and effort at both ends of the transactions.	Agency other care provider.
They answer my phone call and leave a message if I'm not home.	I'm really not sure. They do well.	Individual adoption support provider.
Listen, but no follow through.	Offer more resources/services POST adoption, maybe via an adoption newsletter to adoptive parents.	Individual adoption support provider.
Case planning and treatment planning for kiddos.	Financials - particularly retention respite. No one seems to understand the policies and they are 7 months in arrears.	Agency more than one type of service provider; 75 employees.
They are always improving - always able to answer my questions.	?	Individual child care or respite care provider.
	Call center needs customer service skills, not to be so rude.	Individual child care or respite care provider.
We generally feel supported by the social workers, and that we're doing a good job.	Return calls promptly, inform us of cancelled meetings. Keep support services paperwork up to date. We often have two months or more delay in our payments because paperwork is not up-to-date, whenever the renewals come up.	Individual more than one type of service provider.
I have a great caseworker who always calls me back (Kathy Bennett, Newport).	My F.C. has been with us 15 months. I have seen the gal once, and the foster parent support program in Spokane is a JOKE!	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer phone calls, considers our input. Assists in childcare needs. Almost all divisions are helpful. A handful are not.	Not all social workers consider foster parents as a team member. Mental Health "stinks". Almost impossible to get mental health issues taken care of. We need a stronger Mental Health Agency - one that sees children quicker, one that will utilize hospitals, etc.	Individual foster care or relative care provider.
They are very courteous anytime I need to talk to them.		Individual adoption support provider.
Very supportive through the entire foster care/adoption period. We're very pleased with the staff, support, and services you have provided for us and our daughter. Thank you!	Nothing that I can think of.	Individual adoption support provider.
Work with us at finding the best match for our family.	More information about placing child history.	Individual foster care or relative care provider.
Friendly staff. Give opportunity for training.	Return phone calls sooner - better than before. Have a crisis person available on the weekends who could remove a troublesome youth that may be dangerous.	Individual foster care or relative care provider.
Love the telephone billing system.		Individual adoption support provider.
No - they blow me off, or make promises they never keep nor explain why you never hear back.	A. Take phone calls (not record them). B. Return phone calls. C. Stop leaving half answers on your answer machine.	Individual more than one type of service provider.
None.	Be open to foster parents, give more information and talk to us. Don't let the foster parents be the last one to know what will happen in the children's further time.	Individual foster care or relative care provider.
Current caseworker is very prompt with answers and information.	Have an information contact number to answer questions on the system on who, what, how questions.	Individual foster care or relative care provider.
	Return phone calls.	Individual foster care or relative care provider.
When I call, they answer all my questions and take care of the matter.	Nothing at this time.	Individual child care or respite care provider.
	Return calls, get paid for respite and transportation in a timely manner - not months later.	Individual foster care or relative care provider.
Very professional to work with - seem to have adequate knowledge of services, support, etc.	Quicker response to tax questions - BEFORE I need to file. Notice of court dates for my foster child.	Individual foster care or relative care provider.
On time for parent visits. Let me know when case was changing.	Morning parent visits.	Individual foster care or relative care provider.
Being on time.	Paperwork is often confusing.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They have extra phone numbers to call for additional help. They allow the children extended visits to make up for lost visits.	Allow the children to do more activities (horseback riding, motorcycle riding, etc.). It really seems like they're limited on what they can and can't do.	Individual foster care or relative care provider.
They spend more time jumping through hoops for bio-parents because they're afraid of being sued.	Communicate. I usually hear from my social worker only for my 3 month check up, or if I keep calling and calling because of a problem!	Individual foster care or relative care provider.
We've moved and have little to no contact with DSHS providers.	More programs for adoptive parents of children dealing with different issues: learning disabilities, anger management, ADHD, etc.	Individual adoption support provider.
Payment are dependable. Had a couple of workers who were absolutely wonderful and willing to go out of their way for the best for the children.	Provide an 800 number. Some workers need to be a bit more supportive and understanding of ICWA. I was told I would get life books for my boys and have never received them. I got them when they were 18 months. They will be 9 in July.	Individual adoption support provider.
There to answer questions, usually return phone calls promptly.	Educate on drug and alcohol babies better, better updates about children (more information). More pay.	Individual foster care or relative care provider.
Our social worker - Natalie McLaughlin - is awesome. She always returns phone calls, get answers, goes out of her way to make sure that the foster kids and foster parents needs are taken care of.	Recently the mileage reimbursement regulations have changed. I think the new regulations are too restricted. We live in a small town where most of the appointments we go to each week for the kids are within a 5 mile radius. Multiply that by 4 kids several times a week and the mileage adds up to close to 100 miles, but is now not covered.	Individual foster care or relative care provider.
Follow up and reply to phone messages is good. People are generally happy and helpful.	It is sometimes noticeable that staff is overwhelmed. It would be nice to feel like they were more available. More question and answer sessions (with childcare) would be useful. Information, i.e., transition from foster care to adoption.	Individual more than one type of service provider.
	Return calls, call and tell us they are not coming, do paperwork, talk to children more often, unfair with payments.	Individual foster care or relative care provider.
Mostly courteous and helpful.	Return my calls more quickly. They don't do the in-home visits like they should (I received two in-home visits in seven months of care).	Individual child care or respite care provider.
Meet most of the needs of the foster children in our home.	Return calls within 24 hours. Listen when we call with difficult situations and not blow us off, hoping the situation will just go away.	Individual transportation provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They try to match up the right babies with foster parents.	Return calls, try to update our foster child better. They return babies to dangerous situations. We are ready to quit, we have had 14 babies in five years.	Individual foster care or relative care provider.
Eventually process and pay for respite care.	Process paperwork in a timely manner and return phone calls.	Individual child care or respite care provider.
Return calls promptly.	Inform of court dates, do payments forms promptly and payment evaluations.	Individual adoption support provider.
They keep in touch in case we need anything at all.	Unsure.	Individual adoption support provider.
I like the way most reps treat the customers, get their childcare benefits taken care of (happy face).	Less time on hold. Speedier service (service is great, but the phone wait is too long).	Agency child care or respite care provider; 300+ employees.
They are willing to listen and assist, if possible, with whatever situation arises.	They can do some background checks to ensure adoptive parents received adequate support. Sometimes the current financial assistance given is not enough.	Individual adoption support provider.
Understanding, patience, cooperative.	Nothing - excellent.	Individual adoption support provider.
The medical is great.		Individual adoption support provider.
Pleasant, knowledgeable, punctual, outstanding.		Individual adoption support provider.
Getting back to me. Pointing me in the right direction when I feel at a loss.		Individual adoption support provider.
When I have a problem, they try to help me as much as they can.	As with any program, more money is needed for the kids that are adopted. They are usually "broke" when a program comes along that would help the child - have the money available for that!	Individual adoption support provider.
They listen and try to get me what I need.	Work in a more timely manner. Pay respite providers directly.	Individual foster care or relative care provider.
Everything.	Provide information on benefits available for adoption support, health issues, etc.	Individual adoption support provider.
Fax data input screens.	Better phone service - wait time, and making corrections.	Agency more than one type of service provider; 23 employees.
Most staff are polite, others are very rude with an "I don't care" attitude.	"Listen!" I personally came into the office and stated my legal name is [Personal Information Redacted] not [Identifying Data Redacted], it still has not been changed! Please correct my name on future checks.	Individual adoption support provider.
Answers questions when available, but on hold and answering machines too much of the time.	Send out more information about connecting services available, more staff workers to help.	Individual adoption support provider.
By sending this payment. It helps me to provide food, shelter, clothes, school supplies, travel, personal care, and things she choses. Thank you.	I do not know. I appreciate the help. Thank you, Lora Lee and Khelonege Moore.	Individual more than one type of service provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The people on staff here are always wonderful. Home finders! Workers are very polite and considerate.	It is sometimes hard to get ahold of caseworker - supervisor - secretary. One should be available and usually are, but there needs to be someone available always, not just message.	Individual foster care or relative care provider.
Right now have two good caseworkers.	Some social workers [Identifying Data Redacted] are very unprofessional and difficult to deal with.	Individual child care or respite care provider.
	Return calls.	Individual foster care or relative care provider.
	Adoption support specialist could be more helpful and nicer about returning calls inquiring about increases. Maybe look for more ways to help.	Individual adoption support provider.
Well, when WE ALL manage to get everything all mixed up they keep on trying and being amazingly warm and courteous until we get it all right for all of the children.		
	Return phone calls as soon as possible.	Individual personal care provider.
They DON'T!	Return calls in a timely manner, answer questions without the "runaround", and provide PRIDE classes with more accuracy.	Individual foster care or relative care provider.
The DSHS keeps up current on pertinent information to share with families. We appreciate the expediency in which we receive our invoices.	It would be helpful if we could get the authorization paperwork back as soon as possible for a co-payment, etc., verification.	Agency child care or respite care provider; 7 employees.
Return phone calls promptly.	Honesty, honesty, honesty!	Individual foster care or relative care provider.
Provide information okay.	I am fine right now.	Individual adoption support provider.
Ha! Ha! Ha! "ABSOLUTELY NOTHING".	"NOTHING!" I've had enough! Turning in my license, and I'm done.	Individual foster care or relative care provider.
Yes, always.	Not have to wait on the phone so long!	Agency child care or respite care provider; 15 employees.
Education, case management.	Refunding respite timely.	Individual foster care or relative care provider.
	More services for special needs child.	Individual adoption support provider.
Looking over files and renewing paperwork in a timely fashion.	Make sure all staff has all the same information. There have been many times I have called and gotten seven different responses from seven different people.	Agency child care or respite care provider; 6 employees.
Very helpful and very informative.	Offer more weekend classes for working parents instead of the weekday during the working week.	Individual foster care or relative care provider.
Find the right person.	EXPLAIN, EXPLAIN clarity of which program/department takes care of what. i.e. maternity benefits/DSHS? Healthy Options? medical coupon/adoption support?	Individual adoption support provider.
Always called back right away.	Have a phone book of important numbers to call.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Mostly works well with foster parents. In my 14 years just a few caseworkers shouldn't be caseworkers. One thing, when a foster parent asks for counseling for a child, not wait three months to get started doing it.	Have caseworkers who care about the child more and not lie to the foster parent all the time. We're a team and SOME caseworkers think foster parents are just to be walked on.	Individual foster care or relative care provider.
I respect the staff so much! They are the best!	Have a person available at all times to answer the phone - not just leave message - sometimes I have to call several people several times if I need our answers quickly. Most of the time the messages are returned.	Individual foster care or relative care provider.
It all depends who I talk to. Most are very nice and pleasant.	?...Your jobs are hard too. Train people the same. One person will say "No", I call back, and another will say "Yes."	Individual child care or respite care provider.
They help with money. But what about clothes and other expenses - and the money is not enough for all that?	DSHS could give grandparents more support to help the adopted grandchildren - more support. Us grandparents need more support.	Individual adoption support provider.
CJ Finch was an excellent social worker. I was very pleased with her services at the Kent office. Shari Ruvskan made the adoption process a pleasant experience.	None.	Individual more than one type of service provider.
I have no contact with them. Sends checks on time.		Individual adoption support provider.
	More phone staff to decrease wait times on phone calls to increase customer service.	Individual adoption support provider.
Prompt response from all Kent Office Staff!	Hire more caseworkers and ease staff caseloads.	Individual adoption support provider.
Knowledgeable response, quick response usually.	Can't think of anything at this time.	Individual adoption support provider.
Keep us informed of workshops. If we call with questions, they are answered thoroughly and quickly.	?	Individual adoption support provider.
They have answered questions for us on the phone. Sometimes not too friendly.	Be patient and work with me. I hate going over someone's head because of rudeness or not being willing to work with me.	Individual adoption support provider.
My calls are returned in a timely basis!	I'm pretty happy at this time!	Individual foster care or relative care provider.
They allowed me to, with much prompting and some insistence, to get some of the help the children absolutely needed.	Work for the children, not the state. Get adequate, accurate diagnosis of children's issues and needs. Someone needs to help - not just place these kids.	Individual more than one type of service provider.
	Well, as an ex-foster parent, I feel that DSHS does not check on foster parents enough. Some homes are gross, dirty, and no love! In it for the money. Random checks would be good.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Maryann Hargrove - Adoption specialist ALWAYS calls me back and helps me with any "problem" I may have.	Our home study took a very long time - they said they had to few people and many families waiting. Hire more people??	Individual adoption support provider.
Respond quickly - do as asked.	Respond quicker - pay without delay.	Individual other care provider.
Adoption support (management and workers) and local DCFS office (Jan Spear) open, accessible, willing to negotiate emotional, as well as financial support. DLR (Penny Michael) also responsive, professional.	Standardize reimbursement rates for foster care.	Individual adoption support provider.
Open early for working parents, better one day service (same day), good bilingual assistance.		Individual adoption support provider.
Payments arrive every month like clockwork.	I have no complaints.	Individual adoption support provider.
I have been pleased with the promptness of payment.	Provide more mid-level services for children with mental health services, something more between outpatient and partial hospitalization.	Individual counseling or psych evaluation provider.
When I've had problems concerning the medical coupons, the people there were great about fixing the problem.	Things are satisfactory so far.	Individual adoption support provider.
Get things done and answer questions.		Individual adoption support provider.
I'm very blessed to work with people who care.	Just keep up the good work. Thank you!!	Individual adoption support provider.
Provide history and background information in a timely manner. Collaborate well with team and respond to client needs.	Reduce caseloads so caseworkers could know their cases and clients on a deeper level; have time to relate to families and collateral contacts.	Agency more than one type of service provider; 11 employees.
They return calls promptly.	I'm satisfied as is.	Individual adoption support provider.
We have not communicated with DSHS in over one year.		Individual adoption support provider.
The DSHS staff that we have worked with or are working with have been absolutely WONDERFUL. They are very responsiveness to our needs. They always respond quickly and take care of any issue we have.		Individual adoption support provider.
	Return phone calls. When we leave messages, DSHS slow to call back or not at all.	Individual adoption support provider.
Some workers are really helpful in getting client information to me - others act like it is a waste of time.	Understand that I need payment authorization before I give childcare. Many times I have allowed the child to stay - then payment is not approved. Faxing authorizations would be extremely helpful!	Agency child care or respite care provider; 10 employees.
Not much these days... Don't know what you could/would do now that my daughters are adopted.	Be more available. Help find resources and doctors/counselors that accept medical coupons.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The DSHS employees I have encountered always are willing to do the best they can for the children they are helping.	Keeping me updated on the child's situation and on anything I need to do (i.e. get a new foster license).	Individual foster care or relative care provider.
Some resources.	Communication!!!!!! And respect.	Individual adoption support provider.
	Be more available - easier access!	Individual adoption support provider.
Some social workers are great at answering their phone and staying in contact. Some also have great attitudes and are very respectful.	Return phone calls (social workers specifically)! Update me when they close or transfer a client. Be more knowledgeable about their jobs. Most could be a lot more personable.	Agency other care provider; 9 employees.
	Pay! SSPS has really gotten slow - outstanding invoices from July!	Agency family preservation services (IFPS) or home based provider; 6 employees.
Phone calls returned promptly. Changes of address are prompt and accurate.		Individual adoption support provider.
	I think the system should consider the special needs (or hard to handle runaways) and make a special allotment for them (the server ends up in the red every year).	Individual adoption support provider.
The new mileage foster parent forms are more relevant to our mileage and easier to fill out. KIRO, Rogal Family Camp, supporting the Kitsap Foster Parent Association.	Social workers (some - not all) should listen more intently to our concerns about parent visitation and choosing an adoptive home.	Individual transportation provider.
I know I can call anytime with any question and get an answer. Everyone is so pleasant, no one has ever been rude to me, always great service.	Nothing - all is well.	Individual adoption support provider.
Be available - Return calls promptly!	Doing great!	Individual foster care or relative care provider.
Adoptive support no real contact anymore...(times 4 years). All 3 of our caseworkers were super.		Individual adoption support provider.
They answer as many questions as possible or direct us to someone who can help.		Individual adoption support provider.
I have had only brief contact but it has always been informative and customer service ready!	Nothing I know of.	Individual adoption support provider.
	Return calls. Return calls within 24 hours.	Individual counseling or psych evaluation provider.
Called to ask when they had a question on my mileage record.		Individual transportation provider.
They don't ask questions about how he [is] doing here.	Come out and visit and see how he or she [is] doing.	Individual personal care provider.
Provides adoption subsidy support!		Individual adoption support provider.
On the adoption of my nephew.	They are doing a decent job.	Individual adoption support provider.
	Be more respectful and return calls quicker.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Adoption Support takes care of any problem I have that has to do with DSHS.	Spokane Southwest need to learn about the rules for adoptive children and parents.	Individual adoption support provider.
About anything I need to know.	Not anything at the present.	Individual adoption support provider.
I have had very little contact with anyone at this point, but people for the most part are cooperative and polite.		Individual adoption support provider.
Gives WANTED advice.		Individual adoption support provider.
	More adoption support. Medical for me and people who are 50 and up.	Individual adoption support provider.
Gave me information that I needed and provided care services for [Identifying Data Redacted].		Individual adoption support provider.
Communication, education, information, compassion.	?	Individual adoption support provider.
Spokane office very efficient calling back some days. Kent office takes a week most times.	Nothing - kept us well informed and in the loop at all times.	Individual adoption support provider.
Return phone calls and e-mails. Sent payments on time.		Individual adoption support provider.
Our calls are returned (smiley face)! We can take care of most of our questions by phone - and some of our appointments!	The computer system needs to be set up better, so that we do not get letters that tell us we have missed our appointment, when in fact we have fully complied (about Food Stamp evaluation).	Individual adoption support provider.
They provide educational courses needed, they provide clothing vouchers, day care vouchers. They respond to our phone call promptly. They inform us about family history.	They could raise the foster or adoptive payment. Or family history should be more precise. They could organize more foster/adult meetings to get ideas from each other or more feedback.	Individual adoption support provider.
Providing medical and dental coverage.	Not be late for June payment.	Individual adoption support provider.
When a child is placed in our home, keeping in touch with us, and letting us know what is happening as far as the case is concerned.		Individual foster care or relative care provider.
Listen to my needs and immediately respond to them!	I have no complaints.	Individual more than one type of service provider.
Results - they deliver on their promises.	Receptionists should be courteous at the front desk.	Individual adoption support provider.
I have tried to contact and adjust a mistake in [Identifying Data Redacted]'s name but have never been able to get it fixed.	Her legal name is: [Identifying Data Redacted].	Individual adoption support provider.
I have never had to call.		Individual adoption support provider.
I have not talked with DSHS since our adoption support was set up. Do I need to? We are doing fine, I guess.		Individual adoption support provider.
Yes.		Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very little. Call us back as soon as possible.	Do not patronize me when I contact your office to FIGHT FOR services you have authorized to pay!! ALSO - PAY for services billed, please!!!	Agency child care or respite care provider; 8 employees. Individual foster care or relative care provider.
They do try.	Adoption support personnel [Identifying Data Redacted] needs to be replaced. Very, very difficult to work with. CPS and CWS and Licensing do fairly well.	Individual adoption support provider.
They understand my needs in the adoption process and gave me whatever I needed and helped every step of the way.	Get scholarships for sports programs or extra curricular activities. Send voucher so child can get on free lunch program. More information about foster clothing room. Respite care for adoptive parents.	Individual adoption support provider.
Informative.	I like the Internet list of waiting children. I wish I could take them all.	Individual adoption support provider.
Pretty much everything!	Make sure everyone is on the same page, which can be hard with such a big agency.	Individual more than one type of service provider.
Supportive and helpful - found DSHS staff to be very busy people working hard to meet needs of families	Provide more DSHS staff support.	Individual adoption support provider.
As we have had to move out of state, they have helped get medical for our daughter.		Individual adoption support provider.
Provides e-mail remittance.	Nothing.	Individual foster care or relative care provider.
I can't remember a negative experience - always helpful, courteous, answer my questions, etc.	Maybe more phone lines?	Individual adoption support provider.
They have always returned my calls and given me advice.	Make it easier to renew your license if it expires.	Individual adoption support provider.
Is available to speak to me about whatever I need to talk about.	More people answering phones and lots less computers, making a person feel like they aren't worth talking to.	Individual adoption support provider.
I no longer work with foster care because I feel as though it's a witch hunt where sooner or later you're tried.	Support the foster parents and stop making them feel like criminals every time a foster child makes false allegations. It hurts the foster parents and their belief system.	Individual adoption support provider.
Adoption support.		Individual adoption support provider.
If there is an issue they work to get it resolved.	Do things in the time that they set up, if not, let us know what the hold up is.	Individual adoption support provider.
Always willing to help with paperwork. Always friendly.		Individual adoption support provider.
N/A.	Always there when I need help. Thanks.	Individual adoption support provider.
Whatever I need.	Doing fine.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Everything we have needed has always been taken care of quickly and efficiently.	A lot can be said about friendliness.	Individual adoption support provider.
Return my phone calls quickly. Occasional visits. Offer training classes to broaden our knowledge.	Offer more training classes and some at night for those of us who work during the day.	Individual foster care or relative care provider.
Returns calls in a timely manner.	Provide more services for children with social and emotional problems. DSHS does not pay enough for these important issues.	Individual adoption support provider.
Always makes sure payments are on time, consistent.		Individual adoption support provider.
Always returns calls and gets the answers I need. I have a great worker. Provides training.	Find more "respite only" providers to do care for hard to place kids. More localized training.	Individual foster care or relative care provider.
STAY in contact and act on any situations that arise, in a timely manner.	Can't think of any.	Agency foster care or relative care provider; 20 employees.
The social workers have been very helpful and supportive. Just what we need!	Can't think of anything at this point. We have only been foster parents for 4 months.	Individual unknown provider type.
They have had very little involvement with all our placements, other than to call and tell us to pick up the kids.	Return phone calls. Submit payments without being reminded repeatedly. Clothing vouchers would be nice, having medical coupons for kids would be even nicer.	Individual foster care or relative care provider.
Always answer any questions I have or if I need anything.	Finish my payment for my adopted son's bed that I was told I would be reimbursed for. I have sent them the bill twice.	Individual adoption support provider.
Some workers are great, others care less.	Quit playing "power trips" and realize foster parents are important team member and "professional" in what they do. LISTEN to what they have to say about "their" kids in care!	Individual transportation provider.
Over the last six years as a foster parent I have met many wonderful social workers. However, [Identifying Data Redacted] is very rude and has disrespected this foster home to the point that we will no longer be foster parents.	Supervisors could listen to the foster parents when an issue with one of their staff arises.	Individual more than one type of service provider.
	Honesty about child. Have all paperwork with child (i.e. case file, medical permission, shot of school records, day care forms). Submit all paperwork by deadlines. Make arrangement promptly! Return calls/promptly. Caseworkers should have children of their own/or foster children.	Individual more than one type of service provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
In 2000, [Identifying Data Redacted], did everything to hurt and keep us from seeing our Great Grandson. In 2004, Mary Woldridge, was very helpful. She worked hard to get the best for our Great Grandson.	Any caseworker like [Identifying Data Redacted] should not be allowed to work with children. As for Mary Woldridge she is the best.	Individual transportation provider.
Nothing.	All I have had is headaches because of DSHS. They don't focus enough on the kids and foster/adoptive support (not regarding money). Regarding just personal support.	Individual adoption support provider.
Help with day care payment.		Agency child care or respite care provider; 150 employees.
Always answers all questions explicit!		Individual child care or respite care provider.
Good communication - very receptive to input given about children.		Individual child care or respite care provider.
Everything - have had no problems with them.		Individual personal care provider.
Michelle Beck is our social worker. She responds promptly to my e-mails and calls and answers all of our questions.	The process could go a little faster, but this isn't a perfect world is it (smiley face)?	Individual foster care or relative care provider.
Resource (information).	Return calls! E-mail more promptly.	Individual foster care or relative care provider.
Supervisor great - Intake great - and most caseworkers - some don't return calls - won't get treatment they ordered - belittle if asked for correct level of pay.	Support the foster parents and children - give the treatments they requested and have the evaluations for - don't make foster parents feel guilty about the levels when they are worked to death - support, support.	Individual foster care or relative care provider.
They keep me informed on changes (re: case's) explain case processed, and are always willing to assist/direct me to helpful resources.	Give more updates on bio-parents process, as well as any known medical conditions that children may portray in future.	Individual foster care or relative care provider.
	Return phone calls faster.	Individual foster care or relative care provider.
	Offer better counselors for the kids. Cascade doesn't do much.	Individual foster care or relative care provider.
Very little.	Never return phone calls when you need them	Individual foster care or relative care provider.
DSHS office phone receptionist treat us well 50% of time, caseworkers often treat us well when we do have interactions. I don't feel like they help me do much of anything. I feel like I am just helping them - greater foster parent responsibility for transporting, supervising visits, etc.	COMMUNICATE! I feel as a foster parent I am often the last one to know of things that directly affect my foster child and my family (i.e. cancelled visits, etc.).	Individual foster care or relative care provider.
All the caseworkers and training staff go above and beyond to help when needed.	I can't hardly ever get respite because of the restrictions my foster child has and lack of providers.	Individual foster care or relative care provider.
Always returns my call within 24 hours or sooner.	N/A.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Payments are always on time, never late.		Individual adoption support provider.
Everyone seems to go out of their way to help us with a problem.	More kids to help.	Individual foster care or relative care provider.
Communicate - answers questions, providing resources.	I've been very happy in dealing with DSHS - can't think of anything reasonable.	Individual personal care provider.
Works in a fast way to take care of any problem I have.	I don't know.	Individual foster care or relative care provider.
Foster home licensing.	Recognize and acknowledge foster parents.	Individual adoption support provider.
They do their jobs.	Provide female caseworkers for female clients, when requested. Accommodate requests in this realm.	Individual adoption support provider.
Having a provider line is a HUGE!! help...Having them answer would be even better.	Giving notice when someone is being terminated.	Agency child care or respite care provider; 12 employees.
Consistency - will work out any problems that arise.	Nothing.	Individual adoption support provider.
They answer all my questions.	They are always there when we need them. They do their work well.	Individual child care or respite care provider.
Our new caseworker fixed a payment problem the same day I called. A vast improvement over previous caseworkers' time to respond to anything.	To respond back in a timely manner so that you don't feel so separated and in "limbo" with regards to licensing, etc, etc.	Individual foster care or relative care provider.
I have had great social workers, Ann Kovenback (Seattle)/Jennifer Schwinn (Kent).	Work more efficiently with foster children.	Individual foster care or relative care provider.
Not much.	Be respectable to my home and me - LISTEN.	Individual foster care or relative care provider.
Answer questions fast.	Get reimbursements to us faster.	Individual more than one type of service provider.
	Provide contact names and phone numbers on your general mailings.	Individual adoption support provider.
Everyone I've ever dealt with is so nice. I've never been treated rude or like my questions are not necessary.	Get back to me sooner when I call and leave a message, actually, just getting back to me would be nice.	Individual foster care or relative care provider.
They care to let me know of any changes.	I'm very happy with the program.	Individual child care or respite care provider.
N/A - extremely little contact.	Yearly contact after adoption finalized for a year or two would be good.	Individual adoption support provider.
They try to work with my schedule and conduct a lot of things on phone for me.	I really can't think of anything.	Individual adoption support provider.
Taking time to explain patiently.	N/A.	Individual counseling or psych evaluation provider.
We have been foster parents for almost 2 years and we have no complaints about anyone.	Will tell you when I find something.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They keep all the necessary appointments for the child, and set up appointments very promptly. Answer phone calls and return calls promptly.	When you are using 2 different vehicles, trying to keep the mileage odometer when you take a child to school home 2 times a day and 1 once week counseling appointment, that you know are 13 miles each is ridiculous.	Individual transportation provider.
Some workers get us the tools we need to supply. Great care for the children.	Please give the children their full attention and not the budget!	Individual more than one type of service provider.
They answer all the questions that we ask them.	DSHS is doing well the way that they are.	Individual adoption support provider.
[If] I ever have a problem, I can always rely on my caseworkers to do their best to help me.	I can't think of anything.	Individual foster care or relative care provider.
Answers my questions, calls back.	Nothing right now.	Individual adoption support provider.
Sends out the payment in a timely manner.	Nothing I can think of.	Individual adoption support provider.
Processed quickly.	Inform on benefits that we are not aware of, without having to inquire.	Individual adoption support provider.
Adoption support is wonderful (both people and process). HOWEVER, the Tacoma process for foster children is TERRIBLE.	Payments become chaotic and sporadic - sometimes MONTHS late - please change this.	Individual adoption support provider.
Non-supportive, makes you feel guilty of every incident, judgmental. Makes a foster parent want to quit.	Get rid of [Identifying Data Redacted] in licensing for discrimination and unfair treatment to foster parents.	Individual foster care or relative care provider.
Everything.	I have no complaints - Everything is fine.	Individual adoption support provider.
Yes.		Individual foster care or relative care provider.
They consult about our/my clients, are courteous and helpful, and available.	Well, I wish they would/could refer the children to therapy - but budget cuts hinders them.	Individual counseling or psych evaluation provider.
Provides workshops.	Provide food stamps to foster children in your care.	Individual foster care or relative care provider.
We have no contact - live out of state.	?	Individual adoption support provider.
Keeps us informed on status of things. Quick to solve any problems or issues.	Be more available. Hard to reach some caseworkers.	Individual foster care or relative care provider.
Pays invoices in a timely manner.	I would take more space than available to explain your problems!	Individual foster care or relative care provider.
Mail support check on time, is all.	Be more informative. I have no idea what is available with adoption support. Would be helpful to have list of providers that take medical coupons, i.e., Doctors, Dentists, Orthodontists.	Individual adoption support provider.
Our caseworker has been timely and on top of things for us, which we really appreciate.	Communicate more frequently, share more information as they are placing children in our home...there's not a lot to go on at all.	Individual foster care or relative care provider.
Prompt and professional.	Provide and keep quality personnel.	Agency child care or respite care provider; 2 employees.
Always helpful on the phone with provider questions.		Individual child care or respite care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Dependable - prompt. Payments are received in a timely manner.	Nothing.	Individual adoption support provider.
	Be more available when parents, provider call in.	Individual child care or respite care provider.
	Treat each case individually not as a whole - situations are different, as are people.	Individual more than one type of service provider.
Scheduling appointments with our foster baby's bio-parents.	Every now and again we would like to hear how the progress or non-progress is going. We don't ever hear anything.	Individual foster care or relative care provider.
Allow the foster parent support program to attend meetings with me and assist me in the DSHS maze (arena).	Fund the foster parent support program. Take complaints more seriously and investigate rather than cover up.	Individual foster care or relative care provider.
Phone contact - communication.		Individual child care or respite care provider.
When I have a question, they are always there. I get phone calls back, I appreciate them a lot.		Individual foster care or relative care provider.
Prompt response to questions and concerns. Consistent and timely paper forms and payments received.	N/A.	Individual adoption support provider.
Reply with e-mails to simple questions.	Return phone calls. Inform us of court hearing results before biological family tells us.	Individual unknown provider type.
Prompt payments, return phone calls, answer e-mails.	Be better informed about court hearing results.	Individual foster care or relative care provider.
Some call back ASAP, others hard to get to.	Lots of errors with child subsidy (approval). We are expected to provide full day care for 1/2 day payment for part-time children. 25 minute hold to get a call into CSO office. Number for case managers do not go into office. Have to wade through the telephone MONSTER.	Individual child care or respite care provider.
Want to know what they can do to help and make sure I know I can call anytime with questions.	Process paperwork faster. It is taking 4-6 weeks for payments (respite and incidentals) and I had a background check put in on 1/10/05. I could have had someone qualified to baby-sit 3-4 weeks ago.	Individual more than one type of service provider.
Whenever our son needs anything, DSHS always fills that need.	We are very happy with what they have done for us.	Individual more than one type of service provider.
Return calls.	Provide needed equipment for foster children. Infants and delayed children are especially expensive - appropriate play things.	Individual foster care or relative care provider.
Not sure.	Provide better money to support the kids, especially siblings.	Individual foster care or relative care provider.
We really appreciate Irma, Carol, and Nichole (Hermiston, Oregon Office). Return calls promptly, get answers to questions (smiley face).	Get payments accurately figured all the time.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Sometimes I'll get a caseworker who tries to help with problems that come up.	Answer the phone. Need better understanding of the children they are placing.	Individual foster care or relative care provider.
Providing resources - informative classes, particularly "panels" of people who have been there to give you advice and opinions based on their experience.	It would be nice to have a clearer perspective of "what lies ahead". What to expect with certain time frames and court dates in regard to opportunity for adoption.	Individual foster care or relative care provider.
Certain social workers do their jobs very well. Some others are very unprofessional.	Consistency. Good follow through, timely payments that are accurate. Train new social workers.	Agency foster care or relative care provider; 11 employees.
Provide me with training.	Return my calls.	Individual foster care or relative care provider.
Snohomish County adoption.		Individual adoption support provider.
I have a wonderful social worker - Katherine Graff, who is always there for the children and me.		Individual foster care or relative care provider.
If the person I call cannot help, a referral is given promptly.	Combine some adoption departments.	Individual adoption support provider.
Respect and gratitude.	We have to ask for payment ONCE A YEAR when we get "kicked out" of system and then wait for next month to get 2 payments at once.	Individual foster care or relative care provider.
Always returns my call when I have questions.	I have no complaints.	Individual adoption support provider.
They are very helpful.	Nothing.	Individual adoption support provider.
They take the time to listen to my concerns and have the patience to explain the many things I do not understand.		Individual foster care or relative care provider.
Answer e-mail.	Distribute travel expense voucher with clear instructions and proper mileage rate in timely manner.	Individual foster care or relative care provider.
Answer e-mails.	Prompt paying of transportation vouchers. Eliminate requirement for separate voucher for each child.	Individual foster care or relative care provider.
Starting to involve families better. Provide good training - DLR too.	Have payment and put on-line. Do background checks quicker. Honor rate assessments and payment.	Individual more than one type of service provider.
Response time via e-mail is usually quick and helpful.	Have payments available to verify on-line.	Agency more than one type of service provider; 50 employees.
My questions are promptly answered.	Smile.	Individual adoption support provider.
They call to let you know how many days the child will be in respite care. And can you take them in.	I am happy with what they do.	Individual child care or respite care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Provides classes to help us learn to better our skills. DSHS staff are knowledgeable regarding status of children and helpful with professional advice, re: care of them - also easily reached by phone.	Caseworkers should make sure that siblings are placed together - Contact sibling caregivers if a sibling needs to be moved to a different home - children could be together if opportunity is given to providers.	Individual adoption support provider.
Yes.	At the local level, nothing.	Individual foster care or relative care provider.
Very little, staff is generally short and cranky. The excuse "I am busy" only goes so far (not at all in the "regular" world), don't understand why it is okay for social workers.	Communicate with respect, keep us informed and follow through.	Individual adoption support provider.
Has helped from time to time with partial support for camp, etc. Will call back if I have questions.	Return phone calls quicker!	Individual foster care or relative care provider.
	With transportation costs, as I have to pay ferry fares which are costly.	Individual foster care or relative care provider.
They do fine.	Staff more people so they can all do their jobs efficiently.	Individual foster care or relative care provider.
Answer my concerns.	I don't know.	Individual child care or respite care provider.
	Call back sooner and give more suggestions for different sources for help.	Individual foster care or relative care provider.
	Be honest!!! The more truth we as foster parents have to work with the better our care can be too. Better payments for adoption, for if the new family loses a job because of behaving.	Individual adoption support provider.
I have no complaints.	I don't know. I thought they were pretty efficient. I like the telephone payment system.	Individual child care or respite care provider.
They now send the client ID number with forms, so it is easier for DSHS to look up when there is a problem.	The phone system is worse than before.	Agency child care or respite care provider; 37 employees.
Very negative.	Always put parent down. It's not a friendly operation.	Individual other care provider.
	Understand that we are a business and we would love to require notice of termination of care. Not just have it stop without notice.	Agency child care or respite care provider; 9 employees.
Accurate assessment of need.		Individual case management provider.
I really appreciate the ease of the invoicing. My inquiries are always responded to quickly.		Individual adoption support provider.
The childcare subsidy program has become increasingly efficient. Questions are answered immediately.		Agency child care or respite care provider; 7 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Get us all the paperwork on time.	You guys are great!!	Agency group residential care provider; 32 employees.
Listen to my needs as far as respite care.	?	Individual foster care or relative care provider.
N/A.	Provide information on foster child, so I would be better able to provide care in problem areas.	Individual foster care or relative care provider.
Encouraging.	Don't promise things they can't deliver. Call back. Keep in touch. Do what they say they will do. Give us all the information.	Individual foster care or relative care provider.
Generally good documents are available. Arrangement for contacts with clients are well done and followed up if needed.	Two years ago, I had trouble getting paid. Now it is coordinated through accounting and it works! No complaints, except I'd appreciate feedback on my reports and room for improvement.	Individual counseling or psych evaluation provider.
The social worker (Jennifer Godfrey) was always helpful and returned my calls promptly. It was a pleasure working with her. She was always concerned about our foster son as well as us foster parents. She ALWAYS made us feel well about the work we were doing.		Individual foster care or relative care provider.
	Provide an easy way to get answers on clients to providers.	Agency child care or respite care provider; 9 employees.
Our social worker is very prompt at getting back with us and following up on what needs to be done.	Support services - I really don't know what is available.	Individual foster care or relative care provider.
Your electronic billing is excellent.	Case managers need to be more aware of billing issue.	Individual more than one type of service provider.
Provide multiple programs for foster parents and child. Need to be more informed of what is available.	Changing social workers is detrimental to the families. Once a child and parent begin to work well with the social worker, they change (4 times in 3 years). Too much time for adjustment and understanding of child's needs.	Individual foster care or relative care provider.
They are too darned slow!	Be more knowledgeable about the WAC's.	Individual child care or respite care provider.
We receive the best support from DSHS of any agency we have worked with.	Nothing at this time.	Individual adoption support provider.
I'm satisfied with the services.		Individual adoption support provider.
It depends on the worker. Those that are dedicated will go beyond DSHS's "can't do".	Provide help with school supervision - not leave it up to the school or parent. Provide more respite (as in, getting at least what we are suppose to) - extra medical help i.e., orthodontic.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They look out for themselves. NOT the children or the foster parents. Caseworker (she) lies real well and denies it when found out. Wants us to jump when she orders, but takes her time when we ask for something.	Start working for the caregivers and children and stop forcing (through court orders, etc.) to meetings and things that are not necessarily needed, especially when the caseworker doesn't even hardly know the child and family. Stop lying about what they do or don't do.	Agency transportation provider.
Very well.	Excellent the way they are.	Individual adoption support provider.
Responsive to adoption support requests.	Notify me of any possible changes in adoption support with as much advance as possible.	Individual adoption support provider.
Answer questions, refer as needed.	Eliminate drugs!	Individual foster care or relative care provider.
Little. If I want anything done I do it myself or talk to the judge.	Answer the phone - move faster on medical decisions for DD kids.	Individual transportation provider.
Give information and services and phone convenience.	Send information for programs to other businesses so people could be more aware of the programs.	Individual unknown provider type.
Staff is available for consults - Very efficient system for claims processing.	?	Individual counseling or psych evaluation provider.
All staff has always been helpful and courteous related to all aspects of my job and needs.	Not have such a long waiting period (on hold) for phone information.	Agency child care or respite care provider; 7 employees.
Consistently meets financial obligations.	Include "fathers" or "husbands" on benefit checks for foster care services or adoption payments. Very insulting to be sent only to spouse! You guys aren't part of the "real" world, only the bad side.	Individual adoption support provider.
Check on the kids and know they are safe.	Return calls on time. Treat foster parents with more respect.	Individual foster care or relative care provider.
Maintenance payments are prompt. The one time we had a problem (post office - not you) they were especially helpful.	No input here.	Individual adoption support provider.
	I have unsuccessfully attempted to get my son's name changed on his medical coupon to his legal adopted name for the last six months. I have made 8 phone calls, spent countless time on hold and still have not connected with a real person who can help me. I'm very frustrated by this. My name is [Personal Information Redacted]. Can anyone help me??	Individual adoption support provider.
Always return phone calls in a timely manner.		Individual adoption support provider.
On time payments. Healthcare for daughter.		Individual adoption support provider.
They try.	Work with us as a team, not as a person below them.	Individual adoption support provider.
	They have been helpful. Most of the time we needed them.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Include target invoice number on all remittance/advice.	Agency unknown provider type; 1,000's of employees.
Good arrangements for foster care and adoptions. Return phone call and e-mails quickly. Answers my questions quickly.	Point of contact phone numbers for services.	Individual unknown provider type.
Responsive with release of information request.	Be more specific with allegations of child abuse BEHAVIORS.	Individual foster care or relative care provider.
Payment and medical coupon always on time. Adoption support. Thank you.		Individual counseling or psych evaluation provider.
Helps me obtain services for my child.	Inform me regarding upcoming education classes.	Individual adoption support provider.
Works well as a team!	Improve social worker return call time (response). Call back more promptly.	Agency group residential care provider; 35 employees. Individual child care or respite care provider.
When I am able to get in contact with caseworkers, they are always helpful with my needs. Someone has always been available to me whenever I need any type of assistance.	Call and let me know when visits have been cancelled or changed instead of just not showing up.	Individual foster care or relative care provider.
Always transferring you to someone else.	Knowing WHO to transfer to and it being the correct agency caring for your specific need.	Individual foster care or relative care provider.
I don't have much need for the past few years. When I did need help, it was given promptly.		Individual adoption support provider.
The payment system works well, once it is set up. I've called adoption support 3 or 4 times to ask a question about payments. I've always left a message - no return call!	Communicate (before the 90-day review)! Include the foster parent on the "team" at the beginning. Support the foster parent's concerns. Help the foster parent's with respite and childcare issues. If adoption would return my phone calls and answer some questions I have, would be great!	Individual foster care or relative care provider.
Explain everything with details.	Send me all information in Spanish.	Individual adoption support provider.
There is not much communication, but with the little there is, it's sufficient.	They are more available, that they give authorization for monies they give to children on time because they help in hard times.	Individual adoption support provider.
Answer my questions.	Social workers make referrals in a more timely manner. I am still waiting on one for over 2 months.	Individual foster care or relative care provider.
Most things.	None at this time.	Individual adoption support provider.
Listen, communicate needs, ask questions.	Get much more strategic in application of services and coordinate better to avoid overlap or unnecessary ones; pay invoices more quickly.	Individual counseling or psych evaluation provider.
I haven't needed much lately.	When needed they have always been there.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	COMMUNICATION.	Individual foster care or relative care provider.
Seems to keep up with flow of paper pretty well.	Changing rules and requirements (and/or changes in implementation of existing ones). Never seems to be very smooth - providers get caught up in the process with no fault of their own.	Individual counseling or psych evaluation provider.
Never.	I have called asking for help with learning tests for [Identifying Data Redacted] but they just blew me off.	Individual adoption support provider.
Answered our questions - encouraging.		Individual adoption support provider.
They have been courteous and understanding but always shorthanded. They seem frustrated with all the red tape too.	The adoption support process is painfully long - it took us 2 1/2 years to achieve support!	Individual adoption support provider.
When they return my call, it makes my day. They lose good people over very simple things.	They are underfunded. It seems like foster parents should be treated well and appreciated, but I don't think that's possible.	Individual foster care or relative care provider.
Consistently sends payments on time.		Individual adoption support provider.
Nothing stands out.	Better communication. For DDD - needs better response time to messages left. Have backup to original caseworker to resolve any problems.	Individual personal care provider.
Always return my calls promptly.	I would like to understand the judicial system better - and the procedure once a child enters the foster system. Clarify questions and information I can learn about a child.	Individual foster care or relative care provider.
Very personable and considerate. Always returns calls.	I was once told payment amount changes when child turns 12. One is now 13 1/2 and no adjustment has been made. I have not inquired because I have mixed feelings regarding the money. It is a HUGE help but I would have adopted them anyway.	Individual adoption support provider.
Answer questions directly after 2 or more voice mail messages.	Provide samples of what they want prior to us (community workers) spending hours doing the work then getting told DSHS worker does not like it. It needs to be done this way.	Individual child care or respite care provider.
Service is short of non-existent.	Better communication for providers - do paperwork in a timely manner. Treat providers as a business and respect our business needs.	Agency child care or respite care provider; 11 employees.
I feel they give me as much help and support as needed considering their heavy workload.		Individual foster care or relative care provider.
Work with us on the needs of our special needs child.	Sometimes its hard to reach the social worker - play a lot of phone tag.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Only the past 7 months has DSHS been courteous - prior to that time, front desk was rude.	Nothing at this time.	Individual child care or respite care provider.
They do not provide much support at all. They just complain that their budgets are cut and that they are overworked. I really can't think of anything.	Stop cutting funding for the children and foster parent support. Maybe you should cut the staff that are always "out in the field"!	Individual foster care or relative care provider.
My current social caseworker is on top of issues and responds within the 24 hour time period.	Provide more financial assistance for the younger children - diapers, baby food and the continual need for larger sized clothes is expensive.	Individual foster care or relative care provider.
Provide information after research.	We live out of state, having phone calls returned quicker would be helpful.	Individual adoption support provider.
Try to be flexible when scheduling home safety visits or arranging visitations.	I have pretty much figured out the various DSHS departments - but at the beginning it would have been very helpful to have a brief guide or "How to" on DSHS child support, etc. - because I didn't know anything, and that alone was stressful.	Individual transportation provider.
Our worker is Tami Howard from Everett office and has also been Susan Gallagos - both awesome!!	We are satisfied with our experience, we are waiting to get our boys adopted and understand we need PATIENCE and FAITH.	Individual foster care or relative care provider.
Since Tamara Grant has been the caseworker, she has REALLY endeavored to serve her children.	Believe the guardians that the child needed extra care. I had to pursue it for two years.	Individual foster care or relative care provider.
They always return calls and direct me to the best solution.		Individual foster care or relative care provider.
Nothing now because we have been adopted. But we were dealt with courtesy and very professional.	If all workers would be like the one we had all would be good. We were in the exception as would like all her cases. I have to give her credit she deserves. Kasey Coty was our worker.	Individual adoption support provider.
Caseworkers always get back to me in a timely manner. Always helpful with questions and suggestions.	Give proper notice to advise foster parents of change of policy before you just drop it on us! You want notification of change - so do we! It goes both ways.	Individual more than one type of service provider.
My caseworker is a doer! He always calls me back and helps me through any problems (Mark Niskanen). Very active in the care/case of my foster son.	Have those in higher positions be more diligent in returning calls and resolving problems! I've had problems with this area lately.	Individual foster care or relative care provider.
They have helped me get [Identifying Data Redacted] in learning programs to help them succeed.		Individual adoption support provider.
Depends on the social worker (who).	Communicate with the foster parents more.	Individual unknown provider type.
I have had no contact with DSHS since the adoption.	Contact me every 1 - 2 years to make sure everything is okay. See if there are any other services we may need.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Courteous, tries to be helpful, concerned about children.	Often does not return calls or e-mails.	Individual foster care or relative care provider.
Very informative. Payment, coupons are always on time.	I can't think of anything that I'm not already receiving.	Individual adoption support provider.
DSHS is responsive to our requests.	Case managers could communicate treatment plan changes better.	Agency group residential care provider; 39 employees.
Paperwork/payments/authorizations for health care/day care, etc. have all been received on time.	Respond to phone messages - use e-mail to communicate.	Individual foster care or relative care provider.
I have not had to deal with anyone in over 10 years.		Individual adoption support provider.
Communicate - i.e. surveys, or any changes.		Individual adoption support provider.
Explain paperwork.	Faster response to my questions. Faster - more timely checks - contract states within 30 days - has not happened yet.	Individual more than one type of service provider.
They provide translators to help overcome language barriers.	Be more patient, courteous, respectful and professional.	Individual other care provider.
They listen to the venting of foster parents and try to offer solutions and ideas to help tough situations.	Offer lists of respite providers for difficult children.	Individual foster care or relative care provider.
They have backed us on everything, 100%. We are able to go about as though the children are part of our family, not as if they are passing time here.	Make sure that everyone involved on a "case" is up to date on all the happenings. Talk, talk, communicate.	Individual foster care or relative care provider.
Everything ever needed. Love everything about Whitman County system.		Individual adoption support provider.
Nothing.	Answer the phone so I don't have to talk to a machine. Could return phone calls. My regular payment is somewhere in limbo! I did not receive the slip for the foster boys that lived here all the time. Called caseworker 3 times - answering machine - left messages. Not happy!!!	Individual child care or respite care provider.
Courteous on the phone. Understanding and compassionate.	Love to have them assist the way they do.	Individual adoption support provider.
Returns phone calls!	Make corrections to addresses as requested in a prompt correct manner. Numerous calls were made by the social worker and foster parent to have the address corrected. DLR needs to input correct names and addresses in the computer.	Individual foster care or relative care provider.
Explain the limits of their services. Provide training to deal with any situation and with DSHS.	Explain what they CAN do. Sometimes the focus on limits is tiring.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Meet my requests with solutions or direct me to a resource.	If messages are left, to return the call promptly. Payments should be made on 1st of month with medical coupons.	Individual foster care or relative care provider.
Good at returning phone calls and follow-up regarding needs. Steve Foster (Everett Branch) fantastic! You do very well.	So far - so good. We have no complaints.	Individual adoption support provider. Individual adoption support provider.
Listens to me, which is very important. I live out of state and seldom phone the office. When I do call, it is of importance to me and I have always been helped and satisfied.	A toll free line would be very helpful for providers like myself who live outside of Washington State.	Individual adoption support provider.
Giving children to caregiver without telling the truth. Giving ADD or ASHD children to caregivers and paying flat RATES.	Pay the caregiver when it's due. DSHS pays some people more. Social workers make you think its coming out of their pockets.	Individual foster care or relative care provider.
	I am licensed in Cowlitz - the licenser there could be more responsive and polite.	Individual foster care or relative care provider.
	We need mental health counseling for our son. We live in Snohomish County but his coupon is for King County. Neither county will help us!	Individual adoption support provider.
	Give us more money to pay our utilities and buy more food. Money they give is not enough. No one likes 2nd hand stores and food banks.	Individual adoption support provider.
Currently working with native unit and they do NOTHING to help us! They tell us we are ignorant in tribal law!	Answer phone calls! Include us on staffings (we were told that we could not attend).	Individual foster care or relative care provider.
DSHS staff are very responsive to questions and to resolving issues pertaining to clients and services.	DSHS could be better at clarifying their policies/procedures, and having consistency among DSHS staff implementation of those.	Agency group residential care provider; 120 employees.
Nothing yet. Need to be more available concerning child I have, can help more with what's available, be honest.	Be more available and communicate better.	Individual foster care or relative care provider.
Keeps me informed; checks in to see how things are going.		Individual personal care provider.
Answers my question promptly. Tells me what I need to do to keep on top of things for licensing.	Nothing - they are great in an ungrateful job!	Individual child care or respite care provider.
Very prompt getting reimbursement for day care.	Can't think of anything.	Individual child care or respite care provider.
I have no problem with DSHS.	I had no problems.	Individual adoption support provider.
They don't.	Want you call right then update the children or be more nice about it.	Individual child care or respite care provider.
They always return (or answer) my calls. Thank you!	Keep us updated on payment changes. Help with orthodontics if needed.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They have been great about setting up contracts with health care providers. We have been very happy with our adoption.	We can't think of anything. Our caseworker is always prompt in meeting our needs.	Individual adoption support provider.
I feel they listen to my input.	Alternate contact when they are out. Many co-caseworkers where they are familiar with each others' caseload.	Individual child care or respite care provider.
Don't recall anytime they worked to help me or resolve issues.	Follow the law and rules (WAC). Pay what is due and fair.	Individual child care or respite care provider.
Keeps me informed of available services that apply to my situation. They are always pleasant and helpful.		Individual adoption support provider.
Communicate and help with problems/questions.	Move kids faster through system.	Individual adoption support provider.
Communicate well.	More readily accessible.	Individual transportation provider.
	Listen to us! We live with these children 24/7 - we see a lot more and have more insight about the children than they care to hear. We are their eyes and ears! They always talk about being part of the team, but that is a joke!! We love these kids and only want the best for them. Be more open minded (smiley face).	Individual adoption support provider.
Respect foster parents insight as to extra needs of child and make services available for child. Medical for special child is excellent now - Joan aware of needs.	Return calls in timely matter. Address issues at hand, not old ones with different child and different needs.	Individual more than one type of service provider.
We have had good experiences with nearly all of DSHS staff.	I feel caseworkers are sometimes too busy to do completely what is right for the kids.	Individual foster care or relative care provider.
They keep us informed of changes as soon as possible. Return calls within 2 days.	DSHS could respect the job foster parents are doing and treat us as part of the team effort.	Individual foster care or relative care provider.
They respond reasonably quickly to my phone calls. They provide what they can.	They could be more creative with funding. They could see us (foster parents) as partners for longer than the placement.	Individual more than one type of service provider.
Answered my questions clearly.	In some cases, return phone calls.	Individual adoption support provider.
Depends on DSHS worker. DSHS offers no incentive for childcare providers to take DSHS clients.	Offer reasonable rates - your rates are 1990's. Take less then 1 to 1 1/2 years to complete criminal checks. I had at least 3 employees here for 1 year and never (to date) got criminal history report. Require DSHS recipients to get childcare center to sign off before they can get services elsewhere.	Agency child care or respite care provider; 2 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
No.	Tell me where I can find services, like respite care. I don't get respite care because there is no funds for respite.	Individual foster care or relative care provider.
The people I work with are GREAT. Social workers, support staff, even administrators.	I can't think of anything.	Individual other care provider.
Case managers are always available.	Nothing.	Individual foster care or relative care provider.
We were scared to adopt because we couldn't afford these kids with needs on our own. You really understood that and took care of us.		Individual adoption support provider.
Little Red School House, WIC and PIC.		Individual foster care or relative care provider.
Answer my questions.	Speak with mutual respect. Sometimes I get spoken DOWN to! It's like they are unhappy people and take it out on the people on the other end of phone.	Individual adoption support provider.
Most foster parents do not feel supported - especially in the guardianship department.	People doing guardianships (foster care) are constantly under stress re: cuts - even "rumors" of discontinuing guardianships. We are not informed as to what decisions are being made within the department. Providers get calls out of the blue re: cuts for ECP's. If we are cut, other people/staff in the department should be giving up something for kids as well. One less vacation day per year? It would save millions of dollars (an example).	Individual more than one type of service provider.
Recommend clients and send my check in a timely manner.	Send reminders of day care ending at beginning of that month. Remind by 10th if not approved for next month. Quick call to say client in approval (approval or not BEFORE month begins so we don't watch children and NOT GET PAID)! OR, PAY us even though not approved for time watched!!	Individual child care or respite care provider.
They all care very much about helping the kids.	Issue a cell phone to a local contact for after hour and weekend contacts.	Individual foster care or relative care provider.
My social worker is very good at answering all my e-mails. He always gets answers to my questions.	Try to limit the number of social workers. We have had 3 in 13 months. You feel like you get to know one then they are gone.	Individual foster care or relative care provider.
Listens to my family's situation and works with me to help make things better.	Provide a list of respite care providers and classes/group opportunities to practice social skills.	Individual more than one type of service provider.
They have been much more helpful when calling to make sure new clients quality.	I think they are doing a great job and have no complaints. Much better than it used to be.	Agency child care or respite care provider; 3 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Expedite paperwork quicker. They tend to forget or put off paperwork for payment. Check on children more often.	Individual foster care or relative care provider.
Efficient processing of claims.	Fee/reimbursement for psychological evaluations is less than 50% of reasonable charges covered by insurance, so it limits the number of DSHS client who can be seen.	Individual counseling or psych evaluation provider.
	Pay me on the 1st of each month! I do the automatic phone invoice the day I receive it and it still takes 10 days to receive my check. I have to pay my help on the 1st so my bills get paid a week late!	Individual child care or respite care provider.
My social workers return my calls! They have helped me through every step in my foster care experience. They are currently helping me find scholarships for college for my foster son.	Not change social workers so often. I know there has been restructuring in departments (I'm a guardian). I understand it, but we have had 4 in two years. They have all been helpful.	Individual foster care or relative care provider.
Runs smoothly most of the time.	When there is a problem, acknowledge and correct it, rather than deny it and make it worse.	Individual foster care or relative care provider.
They are always ready with answers and help when I needed it.		Individual adoption support provider.
Nothing.	Become HONEST, respect family and learn to work with people of color, and stop acting like they are superior.	Individual foster care or relative care provider.
We have had some great, caring individual caseworkers. Getting court orders for surgeries.	Give information in writing - before making changes. Explain options, return calls, keep scheduled visits, address concerns - everything.	Individual child care or respite care provider.
They are courteous and always quick to answer my questions.	It seems that there is not a lot of coordination of facts. Sometimes I feel like I am relaying - scares me that something might get missed.	Individual foster care or relative care provider.
Adoption support and staff is very fast at responding to my inquires.		Individual adoption support provider.
	Provide resources and assistance for kids to participate in activities outside of school. List of approved activities for foster kids would be very helpful.	Individual foster care or relative care provider.
Helps access needed services.	Respond faster. Provide more help accessing services.	Individual adoption support provider.
Medical coupon/support always comes on time. If it will be late, they send that information the month before.	Giving/sending contact information if I need to contact DSHS about adoption support. Phone numbers, name, etc.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Everyone I encountered had the "mission of the child" in mind. All were open, understanding and caring. We had a very good experience with DSHS staff FOR OUR ADOPTION (smiley face).	The staff puts on a GOOD face, but there is case overload for sure. Get more help - lighten the load on workers so they can VALUE each case more. It'll BOOST morale.	Individual adoption support provider.
Generally good once you get their attention (during fostering). Adoption support office is great.	Return calls more quickly.	Individual adoption support provider.
Answer questions regarding status of case in a timely manner. Seem to care for the welfare of the foster child.	Had one social worker who would not show up for appointments, but that was 4 years ago. Case was transferred to another worker who was great.	Individual foster care or relative care provider.
When they call back, they are respectful and courteous.	More information, better communication. Actually doing the 90 day visit to our home.	Individual foster care or relative care provider.
Listen.	More timely return of calls.	Individual adoption support provider.
Gives me factual information on the eligibility of my clients.	As a day care provider - the long waits on hold take time away from the children I care for. Sometimes I have to hang up.	Individual child care or respite care provider.
Provides fax numbers and ways to work with you when your offices are closed.	Form with clear address, counselor name when attention is required.	Agency other care provider; 3 employees.
Help provide the need of the child that reside within my home.	Assist more with health appointment for the child.	Individual foster care or relative care provider.
	We have an issue about payment of mileage, which remains unresolved, and would like help.	Individual transportation provider.
	They need to return the phone calls and do what is needed to help defer the cost of special children.	Individual adoption support provider.
They return my phone calls promptly.		Individual adoption support provider.
Good at placating people - not always a good thing really - lots of services - usually friendly.	Be more detail oriented - up-to-date! Keep in touch more. More involved - give more time - show emotion-follow through - be "less textbook". Workers need LESS cases at a time - TOO MUCH.	Individual foster care or relative care provider.
Majority of the time they respond quickly.	Help more with voucher for clothing and give raises more often. It is a big job to raise children, and very expensive.	Individual foster care or relative care provider.
	Have some people that answer the phones. Be able to understand English, or at least try and not get mad.	Individual foster care or relative care provider.
I find that caseworkers are caring and helpful. I think they are overworked monitoring too many cases.	Lighten social workers caseload, allowing caseworkers to be less stressed.	Individual foster care or relative care provider.
Respond to questions in a timely manner.	Problem solve ways to avoid DSHS families pulling out at the last minute - we as providers have very little leverage.	Agency child care or respite care provider; 20 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Tell us about services available to us.	Be more accessible to Orthodontists. We have coverage, but our dentist could never get through on the phone. We ended up having to pay for services.	Individual adoption support provider.
We have limited contact at this time. To expedite results.	Return phone calls. Direct deposit for payments. Annual medical card instead of monthly coupons. Eligibility is long term.	Individual adoption support provider.
Payments on time, our licenser (Angela Bunyan) is the best, Stephanie Ziemba was also. You would do well to have them train the rest of the staff of being courteous and respectful.	Follow their own guidelines, to have an apprentice for new social workers so someone is helping them. That way they don't need to learn everything through trial and error on your case!	Individual foster care or relative care provider.
Social worker (Monica Porter) has helped and been available whenever we need anything - morning, noon, and night!!!	Provide classes that fit into our schedule better. In-home day care.	Individual foster care or relative care provider.
?	Communicate better (return phone calls would be nice).	Individual foster care or relative care provider.
Respond quickly and well to phone calls. Providing excellent psychiatric care for child through Dr. R. Kennedy. KIRO Christmas Magic gifts. Travel vouchers. Health and safety visit.	Explain exactly what is covered by travel vouchers so I don't have to write everywhere she goes. Don't cancel health and safety visits last minute.	Individual foster care or relative care provider.
Medical for the children. Much appreciated.	Not always treated with respect and courtesy and usually ignored. Call us back when we leave voice mails. Most of the time we're not called back at all. It's as if we're abandoned or ignored - we get NO answers to our questions. These children have special problems that require creative solutions at times. DSHS being TRUTHFUL about these kids and their problems might be wise and nice to know also.	Individual adoption support provider.
Listen to needs and try to accommodate.	Better system to serve visitations. Have many no shows. It is a 60 mile round trip and 3 hours twice, if the parent shows or not.	Individual foster care or relative care provider.
	Let us know what the next step in the procedure is - give an outline of steps.	Individual adoption support provider.
	Keep foster parents better informed.	Individual foster care or relative care provider.
	Returns calls, listens to our concerns and take them seriously. Realize we are with the children everyday and know them better.	Individual foster care or relative care provider.
They try, but it takes so long to get help.	Pay us more and have more help for the kids turning 18. Like a career or college.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Caseworkers and supervisors who are HONEST and fully inform and involve foster/adoptive parents are TREASURES.	Make a climate in the office of full disclosure and involvement of foster parents and actually make decisions that support your stated goals - to protect children and increase stability and adoptions for them.	Individual foster care or relative care provider.
Caseworker is accessible, helpful, and timely with reimbursement. Also, she is PATIENT!	Get more clerical help for caseworkers.	Individual foster care or relative care provider.
Sometimes the person on the phone is really nice and helpful.	Not screw-up paperwork! Pay better rates. Be more timely with everything.	Individual child care or respite care provider.
Return calls.	No complaints.	Individual foster care or relative care provider.
Very little help. Slow, do not inform me of court dates.	Speed things up - less vacations. Other people in office should be able to handle cases when others are gone.	Individual foster care or relative care provider.
Employees themselves are caring. DSHS itself is poorly organized, top down autocratic style of management.	DSHS needs to care for its employees. There is frequent turnover due to overwork and lack of support to employees as well as low pay.	Individual adoption support provider.
Payments on time.	Actually, do their jobs (putting children first), rebuild the system so it actually works! Adoption support program is fine - foster care system sucks.	Individual adoption support provider.
The Toppenish office has a check-in system that allowed me to be seen in a timely manner.	Investigate fraud honestly and fix it. Not get after your own employees for doing their jobs correctly. Quit switching caseworkers for 2 year temporary jobs, only to return to different caseloads.	Individual more than one type of service provider.
Homefinders, Lana, Carla and Rita are wonderful.	Once I didn't get a check and was overdrawn before I realized it. Every once in a while I don't get a check - the caseworker forgot my personal care hours October, November, December, January, and February.	Individual foster care or relative care provider.
Send me educational event dates, provided well for my children at Christmas time.	Provide gifts (birthday, etc.) to children more promptly. Keep me more informed on my foster children's case, call me when significant things happen. Follow through more when I have requested certain "important" things to take place.	Individual foster care or relative care provider.
Return calls promptly. Checks on time.	Supply a phone list of agency names or services to post on our wall.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Sometimes doesn't do well. More concerned about the paper trail than real peoples needs or life schedules. 3 workers visit in a month. Court hearing don't include foster/adoption information or presence. Birth parents still have more rights than their children.	Individual foster care or relative care provider.
Return phone messages in a timely matter with answers and help.	Take classes on different disabilities.	Individual foster care or relative care provider.
Returns calls promptly.	? (smiley face)	Individual adoption support provider.
Contact only by mail.		Individual adoption support provider.
Going well.	More referrals for counseling.	Individual counseling or psych evaluation provider.
Pam Eshbach, MSW in Spokane is excellent to work with!!	It seems like it does take almost 6 weeks to get reimbursed for services.	Individual counseling or psych evaluation provider.
Most of the social workers are supportive.		Individual foster care or relative care provider.
Nothing.	Advocate for the children and families.	Individual unknown provider type.
	Have yearly registration fees on voucher when children yearly due date has come.	Agency child care or respite care provider; 17 employees.
Encouragement, kind words, understanding.	Call back - return calls - DO what they say they can and will do. Provide the respite and medical they promised. 2 1/2 years - still waiting for my 1st respite! Kids still waiting for dental.	Individual foster care or relative care provider.
Information on case.	Respect foster parent's insights into case.	Individual foster care or relative care provider.
Support through difficult encounters with family members.	Have chart organized.	Individual foster care or relative care provider.
Courteous and consistent.	Simpler directions and forms.	Individual adoption support provider.
Return calls promptly. Gives information needed.		Individual adoption support provider.
Answer questions.		Individual adoption support provider.
	Some caseworkers, due to their huge workloads, can't return calls as fast as they would like to. This would be helpful if they could.	Agency child care or respite care provider; 8 employees.
Making payments on time.	[Identifying Data Redacted] Region 3 Adoption Support, has not been very helpful - when I have called her. The problems were not corrected, payment was not coming, patients were not being put on invoice. I have called many times before and she always has unreasonable excuses.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Both my case manager and licensor have promptly returned my phone calls and promptly provided the requested assistance. More importantly, both have warm personalities and are a pleasure to deal with.	Most recently I was quite anxious about the November 4, 2004 "change of residence" policy because I didn't believe I could comply in the suggested timeline. My licensor has since explained there is more flexibility in the policy than is stated in the written policy.	Individual foster care or relative care provider.
MOST of the social workers I worked with were most helpful.	Make sure kids get to Kinship in timely manner not 2 years later. Make Court Commissioners accountable for their decisions.	Individual adoption support provider.
They do answer my questions, but they do NOT call me back when they say they will. I always have to call them back.	Send out information on changes in a family's circumstances earlier then waiting until the last minute.	Individual child care or respite care provider.
"Nothing" - the laziest bunch of people on a payroll I know of/clean house on the Clark County Office.	Remember the appointment they make with foster parents/answering repeated messages/just a little please or respect for the hard work we do. Will be giving up my license.	Individual foster care or relative care provider.
Our current worker does a great job of communicating with us and she also researches ALL the facts before reaching a conclusion.	Better train caseworkers and supervisors. Out of 4 caseworkers we've had on our current case, only 2 have been worth their salary.	Individual foster care or relative care provider.
Listen (almost always).	Give me a human voice after my first choice.	Individual adoption support provider.
Communication is excellent.	N/A.	Individual adoption support provider.
Really appreciate what we do and give support.	Have really good therapists who know what they are doing, to help and work with the children on special problems they have due to their situation.	Individual child care or respite care provider.
My liaison gives good advice.		Agency unknown provider type; 14 employees.
Recently attended a union meeting that DSHS representatives attended to discuss proposals going to Olympia.	Provide services before a 2 month period of providing childcare. Reimbursement or caseworker communication.	Individual child care or respite care provider.
I am happy with the help I get from Rita Stach when I need it.		Individual personal care provider.
Someone has always been available to answer any questions and concerns.	More detailed communication on cases.	Individual foster care or relative care provider.
The checks are always on time. When (in the past) I've had questions, I've been treated respectfully.		Individual adoption support provider.
Helps me find respite care, gets my payments on time.	I really don't have any problems - except maybe keep me a little more informed on what happens at court, and make sure we get our respite money.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Staff are friendly and care about their clients.	Staff seem way overworked! It's hard to get a response in a timely manner. They have too many clients!	Individual foster care or relative care provider.
Inquiries are answered in a timely manner. Personnel respond in a very professional manner.	Patience and understanding to non-English speaking provider. Some personnel sometimes ask this question "Is it clear?" or "Do you understand?", if they don't understand the provider with accent or speaking with poor grammar.	Individual child care or respite care provider.
Steve (caseworker) is the best and [Identifying Data Redacted] (caseworker) is the worst in helping out providers. Some caseworkers seem to talk really fast on the phone like they are rushing through the information and don't like to repeat it.	Job share so someone is available 5 days a week. Licensor is great when she is IN or returns phone messages.	Individual case management provider.
I LOVE the volunteer drivers! Life is so much easier. The HEART program transportation is great - but the decision not to have them attend the school right here seems silly. What better time to transfer than semester break?	Keep foster parents better informed when visits are cancelled. Please continue Sally's house. No head lice! They have a transition time and place and don't come into our house "straight off the streets" and angry/frightened. It allows foster parents to meet the kids, they look forward to coming, not ring doorbell - here they are at a strangers house.	Individual foster care or relative care provider.
They give me a call when new children are authorized to start childcare. They are usually prompt in answering any questions I might have.	Sending paperwork sooner when clients are terminated.	Agency child care or respite care provider; 8 employees.
They have made every effort to help and give support where needed.		Individual adoption support provider.
Explaining, guiding me through the paperwork, being prompt, always available.		Individual adoption support provider.
Our worker, David Marte, always returns phone calls and e-mails promptly. He's been very helpful with questions and flexible regarding parents visits.	We've only been licensed for 4 months, and have had no problems so far.	Individual foster care or relative care provider.
I've had good communication with my social/case manager.	Make adoption applications a priority.	Individual foster care or relative care provider.
Very timely.		Agency child care or respite care provider; 7 employees.
It has been my observation and experience personnel are negative and hyper-skeptical about providers and persons needing childcare.	Not assume everyone is out to be fraudulent - understand errors will occur. Be respectful and not treat others sharply because of workloads, we have them too!	Agency child care or respite care provider; 7 employees.
Listen to my problems and try to help fix them.		Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Knowledge of the person answering the phone. I don't have to be transferred as much to receive help.		Individual adoption support provider.
	Really care - and try to give support to keep family together.	Individual more than one type of service provider.
Nothing. Caseworkers seldom respectful, others respectful 75% of time.	Put children's needs before theirs. Pay on time. Don't project blame or lie.	Individual foster care or relative care provider.
Caseworkers are very helpful with information and services for our children, both adoptive and foster.	When adoptions for special needs children are finalized, give us about the same amount of adoption support as we are getting as foster children without having to fight tooth and nail for what we need for them.	Individual adoption support provider.
Shari Taut - Adoption support - Region 3 was knowledgeable, quick to respond, helpful, kind and always had, or found the answer. She was excellent.	Provide written notice of personnel change. Get [Identifying Data Redacted] to return my call.	Individual adoption support provider.
Answers my questions. Provides needed assistance.	Return calls in a timely manner.	Individual adoption support provider.
I get immediate response when I call with questions.	Give us a list of phone numbers to call when needed.	Individual adoption support provider.
Answers questions or refer you to someone else.	Less wait time.	Individual more than one type of service provider.
Responsive to problems/issues with families. Usually return phone calls, keeps me informed.	Payments not prompt.	Individual counseling or psych evaluation provider.
Everyone has been wonderful - but Susan always returns my calls - I appreciate this immensely.		Individual adoption support provider.
Jan Lammers at Adoption Support is very helpful and available to answer questions.		Individual adoption support provider.
Your payment system is the best I have ever encountered. Thank you.		Individual counseling or psych evaluation provider.
I've had only one social worker who I couldn't trust. The others seem to really care about the kids.	Recently, I took in a girl who had been kicked out of her current home following a physical fight. She stayed only one night before being transferred to another county. She was an emotional mess, needed things like toothbrush/paste, transportation, and was up 'til midnight, disrupting my family. I'm not unhappy I took her in, but a \$19.00 reimbursement is just a slap in the face of the value of the services we provide.	Individual foster care or relative care provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are always able to get the information I need to me very quickly - and are extremely helpful when I have questions.	Provide a secure website where you can change address, etc., and can e-mail staff with questions.	Individual adoption support provider.
Have discussed paying for services/equipment when Medicaid won't.		Individual adoption support provider.
Very helpful in message taking and accessing social workers when needed. Supervisors are knowledgeable and very helpful in absence of social workers.	Could help encourage coordination of resources that are regularly employed to assist clients. Perhaps a resources manual of agencies and individuals if one does not already exist.	Individual unknown provider type.
DSHS workers are respectful of providers' services, and kind and caring toward clients. Their positive attitude goes a long way in terms of support.	Use more interns to alleviate social workers stress and workloads, so that social workers can be more available. Perhaps interns could help with "leg" and paperwork.	Individual unknown provider type.
Work with us to solve whatever problems we might have.	Call back quicker.	Individual foster care or relative care provider.
	Treat foster parents with respect. Caseworkers need to understand that we are with these kids more than anyone and our opinions should count.	Individual foster care or relative care provider.
Get adoption support and medical coupons to me so that I can support these 2 special needs kids. Thanks for your hard work!!	Nothing right now.	Individual adoption support provider.
Return phone calls quickly.	Adoption Support makes it uncomfortable to ask for more money to help with adopted kids.	Individual adoption support provider.
They help you right away.	Nothing.	Individual adoption support provider.
When I have called for help or information, you have answered as completely and quickly as possible.		Individual child care or respite care provider.
The foster system/providers is good.	The CSO in Lynnwood should have a provider line - have to wait in line like everyone else. [Identifying Data Redacted] does not treat us with courtesy and respect.	Agency foster care or relative care provider; 5 employees.
They work to help us resolve our problems with our son.	Get more social workers like Nicole Morris, she's great.	Individual adoption support provider.
Check is usually sent on time.	Get new forms - stop saying everything is a standard form.	Individual adoption support provider.
I haven't had to deal with them.		Individual adoption support provider.
Adoption support - Ms. Freedle - has been VERY helpful.	In general, more timely response to phone calls.	Individual adoption support provider.
The only contact I've had from DSHS in the past 3 years was for a payment error - DSHS's error and request for re-payment in error.	Automatically increase support payments as they do foster care payments.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Return my phone calls.	Individual adoption support provider.
My social worker is so supportive. She helps every time I call her. Returns my calls immediately. I think very highly of Jeannie Kimble.		Individual foster care or relative care provider.
We appreciate LuAnn Johnson helping with any problem that arises. She seems to have the answers to questions quicker than social workers.	Return phone calls promptly.	Agency family preservation services (IFPS) or home based provider; 3 employees.
Let us know when clients are authorized funding.		Agency child care or respite care provider; 6 employees.
They helped in every way! They are very knowledgeable! They really care about the children (smiley face)!!	They are great! The best!	Individual adoption support provider.
Keeps in contact.		Individual more than one type of service provider.
Accommodates our requests - tries to work with our schedules.	Have more evening classes in Marysville - Smokey Point area and have more counters available in the evening. Fix payment problems faster.	Individual foster care or relative care provider.
Coordinate services.	Address concerns (re: failing adoptions) with more urgency.	Individual adoption support provider.
Answer all of my questions when I ask.	Find a better computer system.	Individual adoption support provider.
The worker that I now have works very well with me. I am very pleased with her.	DSHS workers should listen more to their foster parents about the children. They know more than the workers do.	Individual foster care or relative care provider.
Melanie Waller and April Galstad are above average in processing payments or correcting payments which had problems that slowed down the payment caused by others.	Process payments by certain staff people in a more timely manner.	Agency family preservation services (IFPS) or home based provider; 13 employees.
	Return calls/better help with licensing - they do not always talk to us very nice and too controlling.	Individual foster care or relative care provider.
Absolutely NOTHING. They lie, manipulate, coerce, contrive. The best help they can give is to quit and find a new job.	Follow their job ETHICALLY. remember who they work for and what their civic DUTY and responsibility is to the children they supposedly help. QUIT using "overload" at work as an excuse for incompetence.	Individual foster care or relative care provider.
Help set up counseling.	Set up support system, respite care for children with mental and emotional problems.	Individual adoption support provider.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They have provided excellent training. They have wonderful social workers who care about both the foster children and parents.	When help is needed in a particular area by foster parents, if the social worker doesn't take care of it, then the parents are referred and re-referred and re-referred to different offices/people and sometimes there is never resolution or help, especially with native children.	Individual foster care or relative care provider.
When given proper paperwork, they often need more information. And can provide me with proof of gathering more information.	Only need one case manager. I can receive forms from 3 or more people in a day, which is usually different and confusing.	Individual foster care or relative care provider.
Adoption support - GOOD at returning phone calls and answering questions.		Individual adoption support provider.
They're always willing to answer my questions and concerns.		Individual adoption support provider.
Payments are regular - no hassles or slips.		Individual adoption support provider.
Supervisors are very responsive.	More accountability for social workers.	Individual foster care or relative care provider.
Adoption support - kind, professional, knowledgeable, understand problems and challenges, very helpful.	Caseworkers could use more people skills and training. Adoption support employees are wonderful! After foster parenting 30 kids, I stopped because caseworkers' ability to be helpful deteriorated terribly and everything became too difficult to continue. [Identifying Data Redacted] smoke screens real problems and is ineffective. The foster parent support organization seems to represent the caseworkers more than the foster families except if you need "stuff".	Individual adoption support provider.
Sandy is always nice. Regular case managers are not always kind. We appreciate having award letters faxed.	Limit the response time for families, we have lost money because paperwork is not submitted and clients have tried to call you from here and are unsuccessful at getting anyone within 30 minutes.	Agency child care or respite care provider; 18 employees.
They went out of their way to help us. They fought for us to keep these 3 children from going back to Oklahoma to live with their abusive, neglectful mother.	I think they did what was necessary to protect these children. I have no complaints.	Individual adoption support provider.
Explain all of paperwork, what, why where, and when! And if not, then a phone call helps.	I think they are doing all they can at this point and time.	Individual adoption support provider.
A few staff usually always ask for my professional opinion.	Have ethical standards and do what is in the kids best interest, not what their emotions say.	Individual counseling or psych evaluation provider.
I am satisfied with DSHS.		Individual adoption support provider.
Kathy is always courteous and helpful. Some of your guidelines are harsh towards providers.	Protected their providers from not being paid on time or when clients don't follow your rules.	Individual child care or respite care provider; 6 employees.

Children's Administration 2005 Provider Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Treating us with more respect and not just treating us as unqualified baby-sitters. I appreciate being kept in the circle. The majority of caseworkers are terrific!!!	Make sure we are paid in a timely manner. I spend a lot of time trying to track down payment for care and mileage.	Individual foster care or relative care provider.
There are very clear in answering Questions. It is easy to get in touch with our caseworker.	Everything is fine - no problems!	Individual adoption support provider.
Passport program - Great at communication. Some social workers - communicate!	Provide consistent responses, when asking a question you can ask 5 different social workers and get 5 different responses (regarding rules, protocol, etc.).	Individual foster care or relative care provider.
Problem solving/retention meetings. Most of the staff is very polite and eager to help in any way he/she can.	Social workers return calls and/or keep agencies informed concerning plan changes of child(ren). Do financial paperwork faster.	Agency more than one type of service provider; 7 employees.
Very little. I'm tired of hearing about how large, heavy, etc. my caseload is, I had to go to court, etc.	Return phone calls. When you tell them, they call as early or late as possible. Because you need to talk to someone.	Individual foster care or relative care provider.
Barb Byker is super great, best caseworker I've ever had. Some people in office are awful - been a foster parent 18 years!	Answer your phones.	Individual adoption support provider.
	How about think of THE CHILDREN, 1st not the parents! Or what's easiest for most caseworkers.	Individual foster care or relative care provider.
There should be a web site for parents who skip out on their co-pays - so other childcare providers would know.	The turn around time - by the time people are approved, they have already flaked out and we don't get our co-pays - We should be able to deduct it from their check - we lose a lot of money - also when co-payments go from \$15 - 200 a month we lose clients.	Agency child care or respite care provider; 10 employees.
Nothing much.	Improve the voucher subsidy system, it's slow, inefficient - The payments amount need to be increased drastically to support EVEN THE minimum standards.	Agency child care or respite care provider; 17 employees.
Some social workers work really hard and include staff in children's plan.	Work as a team with our program. Have a better understanding of children's needs. Children in care are sometimes treated as a case only and needs are not being met by team.	Agency group residential care provider; 15 employees.
Answer questions.	Hire more competent caseworkers.	Individual foster care or relative care provider.
Prompt, supportive responses.		Individual adoption support provider.
Has always responded in a timely manner when I've had questions. The amount paid for adoption support has been very helpful and appreciated, making the adoption workable financially.	Suggest Adoption Support Services in area we are residing in - a way to have resources locally.	Individual adoption support provider.
Listens and responds.	Respond in a timely manner.	Individual adoption support provider.

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What does DSHS do well?	What could DSHS do better?	Provider Information
Jason Whitney responds to needs by providing all the support the children needs. They have done an excellent job.	Create a better respite system.	Individual more than one type of service provider. Individual adoption support provider.
They will call you right away to place a child, but after placement, they don't seem to follow up on services, etc.	Return phone calls and return them in a timely matter! Put caseworkers on that seem interested in well being of child.	Individual foster care or relative care provider.
Answers my questions or connects me to the person who can.	Let us know when they will be out of the office for weeks at a time and let us know who we can contact in their absence.	Individual more than one type of service provider.
Adoption support has bent over backwards to be helpful.		Individual adoption support provider.
Like many others, we have dropped our Foster Care license. DSHS does very little "well".	Be honest - do what you say you will do - DON'T LIE. Listen. Follow DSHS rules. Actually provide the adoption support promised.	Individual adoption support provider.
Friendly. My worker returns calls in a timely manner.	Steadier schedule. More notice for workshops/events. Hook-ups with other mentor foster parents.	Individual foster care or relative care provider.
Pay timely, drivers to help with visits.		Individual foster care or relative care provider.
Answers questions. Get back to us when we call.	Up our pay. We are working for about \$1.00 an hour, 10 to 12 hours. Would like to get paid every 2 weeks.	Individual child care or respite care provider.
Listen - if they cannot help, they try to work through the problem(s) with me.	N/A.	Individual adoption support provider.
Responding to changed circumstances.	Be consistent and reliable in returning calls.	Individual adoption support provider.
Have helped us in the past with placement even though it should have happened sooner!	Pay attention to increases in payments as the child reaches a new age and payment scale.	Individual adoption support provider.
Some caseworkers, etc. are okay. Some don't return calls, are rude, don't care, don't input respite.	Believe that I have a brain. Believe that after 34 years in foster care, I may know something. I also do foster care. Adoption support is pretty good but foster care is very frustrating and I am constantly having to remind them of missed payments and services!!	Individual adoption support provider.
Gets phone numbers of people I need to talk to.	Help collect child support when Dad works under the table.	Individual adoption support provider.
They are genuinely concerned, and kids come first. They explain the system/process well.	Kids need more time with Guardian Ad Litem. Add more or decrease their case loads.	Individual adoption support provider.
Regional Administrator - very supportive. Family and Kinship Care Unit - very supportive.	Training, clothing vouchers twice a year. Listen to us, return calls, keep us updated, follow policy, new assessments - these don't work.	Individual foster care or relative care provider.
No extra services.		Individual adoption support provider.

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Thanks for the new phone system where we can wait for a live person, not just a message system.	We need rate increases and less of a your way only on payments.	Agency child care or respite care provider; 17 employees.
They finally got a phone number where we can reach a live person.	Increase our very low rates.	Agency child care or respite care provider; 17 employees.
Somewhat - caseworkers do not take time to respond to foster parent needs.	Answer phone calls quickly. Provide respite as needed! Increase funds to foster parents.	Individual foster care or relative care provider.
Respond to needs most of the time depending on caseworker.	Provide better respite opportunities.	Individual foster care or relative care provider.
Faxing award letters per centers request at time of phone approvals. Fine job not allowing clients to move forward if they skip co-pays on us.	Send cutoff notices to the site even "before" parents get them. We do all the work to back-track parents. Pay us for 2 weeks notice not given by clients.	Agency child care or respite care provider; 15 employees.
Answer all my questions.	Open more phone lines - phones are 5-10 minutes on waiting!!!	Individual child care or respite care provider.
?	Go by the rules, not personal assessment.	Agency child care or respite care provider; 16 employees.