

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They don't!	They need to be more concerned about helping the children and providers.	Individual more than one type of service provider.
Answer questions when they get around to calling back.	Call back sooner; reduce social worker caseload.	Individual foster care or relative care provider.
They send pay on time. They never return calls or it takes weeks.	Answer the phone or at least return calls. Tell the truth about the children.	Individual foster care or relative care provider.
Very helpful over the phone, and they return calls on a timely basis.	Increase subsidy for childcare services.	Agency childcare or respite care provider; 13 employees.
Contact me to check on foster child and keeps me informed of legal issues.		Individual childcare or respite care provider.
Keeps us informed of children and their family visits. They are usually there when I call.	Give out information on kids when they're placed at the same time, and make sure kids are in an adoptive home sooner (if not able to go home) - a year or two is too long!	Individual foster care or relative care provider.
Some of the caseworkers are so helpful and some are not. They should ALL be so helpful.	Return calls ASAP with answers.	Individual childcare or respite care provider.
Most social workers are aware of how hard we work and are supportive.	Better training of new workers about authorizing payments on time and seeing us as part of the team.	Individual foster care or relative care provider.
Willing to help and answer any questions we might have.		Individual foster care or relative care provider.
Return calls.	More information about birth families and permanent placement.	Individual foster care or relative care provider.
Approves necessary paperwork, handles court issues, and processes payments.	Not make foster parent feel guilty until proven innocent, communicate better, help resolve issues better. Not alienate foster parent, which damages effectiveness of parent. Too many other things to list.	Individual foster care or relative care provider.
Follow through with acquiring funding for treatment. Follow through with pursuing legal/placement matters for kids.	Recently, one worker did not do what they had committed to for child/treatment/family/funding - blatant disrespect.	Individual counseling or psych evaluation provider.
I work with Everett CSO because the Mount Vernon office is rude!	I couldn't work with a better group of DCFS workers than is in the Everett office.	Individual foster care or relative care provider.

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My Island County office does their best to provide support needs to myself and the children I care for...on a limited staff and budget.	A better understanding of what a foster parent does without. Provide for immediate needs of our kids in care so they are not isolated socially.	Individual foster care or relative care provider.
DDD is great.		Individual foster care or relative care provider.
Our caseworker, Kim Williams (Native American Office) always follows through and returns our calls. This is greatly appreciated.	We feel DSHS has improved over the years we have been foster parents.	Individual foster care or relative care provider.
Answers questions quickly. Invoice Express is very easy to use.		Agency other care provider; 3 employees.
Returns phone calls, helps set up appointments and listens.	Have open communication, be willing to listen, and be supportive.	Individual foster care or relative care provider.
Caring attitude. Sends us a lot of thank you cards. We feel appreciated.	Respond to calls quicker (we usually have to wait for days).	Individual foster care or relative care provider.
My interactions with caseworkers are pleasant. They are so busy. Sometimes it's really hard to get ahold of them. Mine have been wonderful people.	Have a more established resource of people who can attend to a matter concerning one of the kids when a caseworker is out of the office. Possibly provide key information downloaded by the caseworker just for the eventualities (such as: newest court outcomes, permissions granted for travel, etc.).	Individual foster care or relative care provider.
Courteous, informative.	Return phone calls. It often takes 2 or 3 calls over 3 to 5 days to get a response. Usually I have to catch a worker.	Individual foster care or relative care provider.
Many social workers and payment specialists are very competent, warm, and professional - they do what they say they will do and pay on time.	Pay on time! We are still trying to collect on invoices as far back as 1999. DDD and DCFS in Region 5 are sometimes (too often) unfair, and do not respond regarding past due accounts.	Agency unknown provider type; 2 employees.
They are much easier to get ahold of than in the past. They return calls. They listen to my needs for the child and respond appropriately.	Help foster parents find respite. We are entitled to it but can't find someone to do it, especially for our one week vacation.	Individual foster care or relative care provider.
	Understand that we deserve to get paid ON TIME just like everyone else. We shouldn't have to call repeatedly to get our hours in on time.	Individual more than one type of service provider.

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Not much.	Stop the bureaucracy and the run around we have to go through. We are powerless and have to do what DSHS says or else.	Individual foster care or relative care provider.
Depends on each individual line worker - some are gems, others just okay. The best is Sharon Young - she listens, acts, does what she says she'll do! I like that they are now providing intake in writing referral (but incomplete- see below).	Get a payment specialist in Seattle South office. Sometimes we have to send reminders to get paid, even late notices that are 2, 3, 4 months due and we still don't get paid. We and other providers have made requests for payment numerous times and they've gone unheeded. Have a better intake form for IFPS and FPS to include reason for referral (abuse, neglect, conflict, etc.) and child at risk. Both are needed for OCAP data.	Agency family preservation services or home based services provider; 3 employees.
Invoice Express is very timely reimbursement! Thanks for making it so easy - no complicated paperwork.	At this point, everything works quite well.	Individual adoption support provider.
	More support from social workers to foster parents - truthfulness!	Individual foster care or relative care provider.
The normal things - only extra was to fax something for me.	Not require duplication of background checks when done already by other States. Pay for what they say they will, like the background check and the fingerprinting. Believe me when I say too much stress.	Individual foster care or relative care provider.
Generally responds very efficiently on payment problems and updates, clothing vouchers, etc.	Nothing.	Individual foster care or relative care provider.

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The adoption support staff have been supportive in responding to my questions and needs (not so true in the process that led to the adoption).	CPS staff overall were not supportive at all - in fact they caused a lot of grief and cost me a lot in attorney fees and cost the State a lot of money for nothing (not to mention the time wasted because they didn't do a proper job investigating and in doing what was in the best interest of all concerned). A long sad story. However, the ending (since placement and adoption) continues to be a happy one - No thanks to DSHS/CPS staff. They could have followed their own legal mandates in investigating relative placements (via paternity first)!	Individual more than one type of service provider.
Everything!	Do paperwork to get paid, especially for respite. Calling 3-4 times is necessary.	Individual childcare or respite care provider.
Call back in a timely manner when I have called.	Paperwork.	Individual foster care or relative care provider.
Treat foster parents like crap.	To be honest, tell the truth about the children, pay on time.	Individual foster care or relative care provider.
Always respond to my questions about the status of the mother and updates.	To give the provider updated information about the termination of the mother (sic).	Agency childcare or respite care provider; 3 employees.
Helps to straighten out authorization mistakes.	Just a few of the Region 5 Call Center people are just plain rude. I just hang up and call someone else. Paid vacations each year - up to 14 days paid on each full-time authorization.	Individual childcare or respite care provider.
Nothing.	I don't know.	Individual foster care or relative care provider.
They have always worked well with me and have been responsive to my situations (i.e. special needs rates and odd hour childcare).	The only problem I have consistently had is when State paid families leave they never give proper 2-week notice. There is no help from your agency to recover these costs.	Individual childcare or respite care provider.
Very courteous when I called, and they usually get back to me ASAP.	Have pamphlets available (re: foster care services, such as: behavior management for young children).	Individual foster care or relative care provider.

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They are very helpful, courteous, etc. IF, if, if, you can get them to return your call, answer the phone. In other words, most of the time they are not available!	Be more easily accessible/easier to reach. I am sure it is because of their heavy workload - but it makes it difficult for us day care providers.	Individual childcare or respite care provider.
(Specific DSHS staff name) cut off payment to help because I quit a fantastic job to protect three children! This was approved by my caseworker's supervisor! I should have had my license last September, but still do NOT.	(Specific DSHS staff name) - stop running off people who work for the safety of children and keeping people that only want to look good.	Individual foster care or relative care provider.
Alice Allred helps me to straighten out accounts that are in arrears and does it very efficiently!	Keep more up-to-date on children's changes. It would be great if the interim care kids could have a full month instead of pieces of one and making up the next.	Agency foster care or relative care provider; 35 employees.
Hide the facts about the child's other placement and reasons for leaving this home.	Tell the truth about the child and the reason for placement and payment.	Individual foster care or relative care provider.
Give good evaluation of client's needs.	Return calls more promptly.	Individual more than one type of service provider.
Caseworker is good about meeting me as requested.	Return calls in a timely manner, stay focused, and stop making excuses for the children. Have more resources available to ensure the children's problem(s) can be addressed.	Individual foster care or relative care provider.
Prompt phone call return, work as a team. DCFS has excellent social workers.		Individual counseling or psych evaluation provider.
If I have a question and the person I am speaking with does not know the answer he/she will ask someone else and call back as quickly as possible.	Add more customer service reps. Childcare providers do not have a lot of time to be able to sit on hold waiting for a rep.	Individual childcare or respite care provider.
DSHS workers help me on whatever I need for my special-needs child.	Support foster parent in every way more.	Individual foster care or relative care provider.
Caseworker Ken Babcock returns calls, does payments on time, answers questions thoroughly.		Individual foster care or relative care provider.
Timely phone calls returned, answering questions.		Individual foster care or relative care provider.
Some workers are very helpful.	Hard to get answers - I get the runaround. Some act like you're wasting their time.	Agency childcare or respite care provider; 3 employees.

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Most are trying to do the right thing and follow-through. They are sincere and professional. Region 5 DCFS [Division of Child and Family Services] payment specialists are the exception to this, though.	Pay within 30 days of receipt of invoice. Do not expect me to resubmit invoices with all the documentation when payments (to me) are past due. Sometimes payment is YEARS past due!	Agency counseling or psych evaluation provider; 8 employees.
Prompt responses by telephone and mail. Relatively prompt payment.	Eliminate redundant paperwork.	Individual counseling or psych evaluation provider.
They are in contact with me and the child.	Everything is being done.	Individual more than one type of service provider.
Tell me what's going on, especially time frames.	Have prompt, attentive, and kind receptionists.	Individual more than one type of service provider.
CPS workers are great, social workers are friendly and efficient. I'm treated with courtesy and respect by all except licensors.	Licensing has been rude, inefficient. However, new supervision has done much to correct this - excellent response from "top."	Individual foster care or relative care provider.
Joy M., at DSHS in Seattle, is so kind and helpful.	Train staff and meet with director two times a year. We need more parents working.	Agency childcare or respite care provider; 5 employees.
	Let us know what's happening so I can plan better.	Individual childcare or respite care provider.
Phoning in invoice statements via the telephone is great!	Have a much improved phone service.	Individual childcare or respite care provider.
Friendly and personable, usually responsive in responding to requests.	Occasionally slow in providing necessary paperwork or records.	Individual counseling or psych evaluation provider.
Some caseworkers get right back to us and answer questions.	Return calls in a more timely fashion.	Agency childcare or respite care provider; 4 employees.
Answer phone calls, mail letter when benefits end every six months.		Individual childcare or respite care provider.
Our caseworkers have all been very great.	DSHS makes it too hard for foster parents to find respite. There are many people who would help if DSHS didn't have so many rules. Foster parents should be allowed to make certain decisions concerning their children. If the agency doesn't feel foster parents are competent to make decisions, then don't license them!	Individual foster care or relative care provider.

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Makes sure all paperwork is submitted in time.	Make it possible to contact your worker without the hassle of voice mail all the time. Have hours when you can contact them personally.	Individual other care provider.
Easy to read invoices, friendly customer service.		Agency other care provider; 88 employees.
Always returns my phone calls, always answers my questions.		Individual foster care or relative care provider.
Some workers get me payment right away. When a child comes in to care and in my day care, I would like to get something that says I will be paid within one week.	When a child comes in to care, I want to be paid at the end of the month. Some workers don't get the proper work done and take their time getting me payment.	Individual childcare or respite care provider.
Get payments to us on time, communicate with us.	Follow timelines for caseworkers visiting foster children.	Individual foster care or relative care provider.
I call and they answer my questions.	Have more pamphlets on what kinds of assistance there is out there for grandparents who are taking care of grandchildren.	Individual transportation provider.
Responds to questions; help with referrals and finances; they thank me for good work.	Let licensed counselors in private practice accept coupons for counseling ethnic clients, and do IFPS if they have agency experience.	Individual family preservation services or home based services provider.
Usually can answer my questions when I call.	Return calls from caseworkers more often. I usually have to call several times before I receive a return call.	Agency other care provider; 10 employees.
Return calls within a day or so of leaving messages, and most always they are there to give a helping hand.	Process paperwork more quickly, such as mileage vouchers.	Individual foster care or relative care provider.
	Respect, courtesy.	Individual unknown provider type.
Offers alternative outlets for problem-solving	Extend our case (so we will stay eligible for benefits).	Individual other care provider.
Help provide appropriate resources for children.	They are ALWAYS behind with funding sometimes MONTHS late with authorization.	Agency counseling or psych evaluation provider; 5 employees.
DSHS keeps a good record of family circumstances.	Hire more bilingual workers to help families answer doubts in their native language.	Individual transportation provider.
	Letting us know when a client hasn't done their paperwork in time, and return phone calls!	Agency childcare or respite care provider; 5 employees.
DSHS is able to support families after they adopt children with family support which is a great help.	Send more information about trainings and websites with resources about parenting, etc.	Individual childcare or respite care provider.

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EPP unit has an extra social worker who communicates REGULARLY with us and ALWAYS returns our calls! Yea, for Pam Andrews!	Make a concerted effort to respond to phone calls or e-mails within 24 hours.	Individual foster care or relative care provider.
	More communication of specific children's needs - not just a cookie cutter approach. (i.e., Teen wants contacts instead of glasses...give option! DSHS could pay part, the teen pays part).	Individual foster care or relative care provider.
I have found the staff to be easy to talk with and knowledgeable.	Return phone calls, more complete pre-service training - there are many holes with regard to day-to-day living.	Individual foster care or relative care provider.
My licensor, N. Roswell, is a constant source of help and support. Wage Ladder Pilot Project is great! Kudos to Denise Holloran.	CPS response is sometimes slow. I called intake 7 days ago and have had no response yet. Also, subsidy check takes too long to receive.	Agency childcare or respite care provider; 11 employees.
They work with my schedule when dealing with visitations.	Make face-to-face contact...maybe coffee klatches?	Individual foster care or relative care provider.
Returns my phone calls promptly.		Individual foster care or relative care provider.
I have a wonderful social worker that always is willing to help and listen at any time.		Individual unknown provider type.
Almost always responsive to requests for information. Prompt payment (in most cases).		Individual counseling or psych evaluation provider.
Provides referrals.	Provide a place for children who are suspended or expelled from school, provide aides for appointments, court, and transportation.	Individual foster care or relative care provider.
Provides me with necessary forms quickly.	Return phone calls sooner.	Individual counseling or psych evaluation provider.
One of our foster child's social workers really goes out of her way to make sure we get what help is needed for the foster child...she works very hard.	Understand that we cannot drop everything we are doing to meet their (social workers) needs. We also have very busy schedules.	Individual foster care or relative care provider.
Gives you names of services, and sometimes you get a great social worker and things go well.	Call back, keep afloat on issues for the children, not make you feel guilty if a child has to leave or be moved.	Individual foster care or relative care provider.

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Not a lot, payments for mileage are always 1-2 months behind. Respite is all but not there.	Provide case aides, be more informative concerning what's going on with cases.	Individual foster care or relative care provider.
Tries to return all phone calls promptly; tries to be very helpful, supportive and kind.		Agency childcare or respite care provider; 3 employees.
DSHS is very good at communicating with us and being concerned with our needs.	We are happy so far.	Individual foster care or relative care provider.
Always returns my phone calls when I need help.	Better information on children in my home. Information not complete and many records not included.	Individual foster care or relative care provider.
They leave us alone! They answer the phone sometimes.	Yes, we seldom see our caseworkers out of Seattle. Stop the lying to us, I am tired of being treated like an idiot.	Individual foster care or relative care provider.
Keep me informed; always available for consult; prompt with services and payments.	Pay respect to providers.	Individual adoption support provider.
Nothing!	Keep me informed, include in planning. I have been invited to "planning" meeting where the plan has already been decided regardless of my input!	Individual foster care or relative care provider.
We work well with DSHS most of the time. They get right back to us if there is a question or situation that arises.	Finalize cases, whether it be adoption or foster children. Cases that are carried out more than 18 months is too long.	Individual foster care or relative care provider.
It's not so much half the time (re: 50-50 "about half the time") as half the people - About half are great, half are incredibly disrespectful. Again, its more about individuals than DSHS as a whole. There is just a wide range of attitudes among employees.	Realize that we foster parents are volunteers. What we are paid for the kids each month rarely covers their costs. Treat us as valued volunteers and important resources (with real skills), instead of boot camp recruits. I often feel like I was a private in the army and DSHS employees are drill sergeants.	Individual more than one type of service provider.
Each caseworker that I've worked with knows the client and their situation so it helps to get any problem solved.		Individual childcare or respite care provider.
	Get people who understand the systems you use.	Agency childcare or respite care provider; 12 employees.
Always answers questions. I appreciate them caring about my child's health issues.		Individual foster care or relative care provider.

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Caseworkers, trainers and even reception have been responsive and pleasant.		Individual foster care or relative care provider.
Timely, organized, respectful of me, my work and my time.	Streamline contract renewal process - too much paperwork annually.	Individual counseling or psych evaluation provider.
Send me forms to fill out and return.	Caseworker is in Centralia, children are in King County. I know King County kids get a lot of freebies.	Individual foster care or relative care provider.
	Pay private providers and with less paperwork.	Individual adoption support provider.
Usually respond timely to requests or questions.	Be more responsive to care giver's requests for legal services for foster kids.	Individual foster care or relative care provider.
	Less paperwork.	Individual childcare or respite care provider.
Respite is available. Most social workers are very helpful.	Provide diapers, formula, etc. to help curb expenses to foster home.	Individual foster care or relative care provider.
Things seem to be much more timely.	Pay more.	Individual childcare or respite care provider.
Answers questions courteously and helps with issues and problems. Although, currently I am working with a very difficult caseworker...she's the first "bad apple." I've been very pleased with previous caseworkers.	Maybe screen your DCFS caseworkers more closely. This particular caseworker doesn't seem to have the best interest for the foster children at heart. Besides that fact, she lies when it is convenient. How can we work together when honesty and integrity aren't a standard?	Individual foster care or relative care provider.
	Let me know more about the court dates and outcomes that affect me and the children in my care.	Individual foster care or relative care provider.
Varies worker to worker regarding adequate follow-through.	Return phone calls.	Individual childcare or respite care provider.
They are there when I call.	Call back when they say they will.	Individual foster care or relative care provider.
We have a great social worker...she's very supportive and friendly.	Better financial support! Children are not inexpensive to take care of!	Individual foster care or relative care provider.
Paperwork.	Return calls more promptly.	Individual adoption support provider.
Tisa and staff at the Holton Bldg (Yakima county) has always been helpful.		Individual adoption support provider.
My social worker is great at communicating with me - always calls back ASAP.		Individual foster care or relative care provider.

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	Better financial coverage for foster parents.	Individual foster care or relative care provider.
Supervisors, licensing, child placement coordinators are all "great". Many social workers are "poor" at people skills, communication is poor. Too many egos, but not the knowledge to back it up.	Retention of social workers, employee development of people skills, communication and approach, understand both the foster children and foster parent's needs.	Individual more than one type of service provider.
DSHS do well work with my agency. They answered all my questions when I asked. I'm appreciated.		Agency childcare or respite care provider; 3 employees.
Their licensor (Stephanie Ziema), placement coordinator (Elizabeth Clark), and Kathy Dodson were always encouraging, always wanting to help, answered questions, and valued you and your time.	A normal practice of social workers is that they don't return calls. Their "yes" answers should mean "yes" and their "no" answers should mean "no." Don't make a habit of breaking 75% of your promises. Try to make an effort to NOT walk on foster parents. We are tired of being foster parents because of the social workers! It's not the children or even their parents who add hardships - it's social workers.	Individual foster care or relative care provider.
Return calls promptly and they make us aware of what is available.		Individual adoption support provider.
Handles my "emergencies" quickly; paperwork is done promptly; returns calls in timely manner.		Individual foster care or relative care provider.
	Need to remember that we do have lives other than foster care and our families are important not just their children. Do things when contacted the first time (payment, waivers, appointments).	Individual foster care or relative care provider.
	Treat foster parents with a little respect and dignity.	Individual more than one type of service provider.
Good supervisors usually.	Train social workers and keep them from "controlling" you totally. Get better attitudes.	Individual more than one type of service provider.
Accomplish approval over the phone, almost always right at that time.	Still provide some additional written reminders to the client that childcare is ending within a six month time period.	Agency childcare or respite care provider; 22 employees.

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Always provides me with what the kids need.	Pay more foster care and childcare.	Individual more than one type of service provider.
Always helpful.		Individual foster care or relative care provider.
	The phone system is often "locked-up" at the offices. Mail quarterly phone list update.	Individual adoption support provider.
We feel respected and valued - you listen. Thank you!		Individual foster care or relative care provider.
They listen and acknowledge concerns I have. They allow me to assist with problem solving.	I wish my requests would be accomplished in a more timely manner. It's been 2 months and I still haven't received the clothing voucher.	Individual unknown provider type.
I work with CPS workers on a weekly basis in dependency court...everything fine so far!	Not sure at this point - thanks for asking though!	Individual other care provider.
Answer questions about paperwork.	Return phone calls...I usually have to keep bugging the DCFS caseworkers.	Individual other care provider.
Depending on worker, support with respite, resources in the community, support of family.	Support with funding, resources, help with respite resources, advocate for parents in schools, become more knowledgeable regarding school IEPs.	Individual foster care or relative care provider.
I never get paid on time. One caseworker hates me and she never gets the paperwork done.	Case management needs to get paperwork done on time.	Individual childcare or respite care provider.
Good case management when a worker is contacted.	Consistency with social work staff. The staff has changed three times!	Individual childcare or respite care provider.
	Make sure that the recipients get their pay on time.	Agency childcare or respite care provider; 9 employees.
Pay promptly. The computerized invoice system is excellent.	Be more culturally and ethnically sensitive to foster families of color.	Individual foster care or relative care provider.
Our caseworker is very responsive. She returns calls as soon as possible and does everything she can to help us.	Provide cleaner, safer shelters for teens.	Individual foster care or relative care provider.
Respond in a timely manner, make me feel appreciated, are helpful and friendly.	Decrease the caseworker caseloads, increase the foster payments, add back funding to the DDD voluntary placement program. It's a good program and it really helps families.	Individual foster care or relative care provider.

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Actually, foster parents send us a lot of information and caseworkers keep us informed of changes and what needs to be done.		Individual foster care or relative care provider.
I like their payment process with Invoice Express.	Return calls every time I leave a message, instead of after the 3rd or 4th time.	Agency childcare or respite care provider; 7 employees.
Absolutely nothing!	Stop being so negative and downgrading for everything we do - get off our backs!	Individual foster care or relative care provider.
Always answer the phone or call back right away.	Nothing at this time.	Agency childcare or respite care provider; 11 employees.
Shelly Hinders, Michael Lonergan are very good social workers. They are always available, give access to all information I need, very responsive.	I'm very satisfied, except maybe the governor could come up with more money for the kids.	Individual foster care or relative care provider.
Most are very grateful to have us.	Answer phone calls sooner.	Individual more than one type of service provider.
	Respond to telephone messages in a more timely manner - however, this is caused by too few caseworkers and an overload of cases...I do understand this.	Individual transportation provider.
Shannon Dahlgren is a great person to work with getting childcare authorizations.		Agency more than one type of service provider; 102 employees.
I work with troubled teens and get lots of support. Helped me with a very difficult situation.	At this point, nothing. I have received a lot of help from the 24-hour hotline.	Individual foster care or relative care provider.
They are supportive, communicate well, respond promptly to phone calls and e-mails, show respect and genuinely care about kids.	Find more respite providers, and "fix" the budget crunch!	Individual foster care or relative care provider.
Everyone has been very helpful and efficient that we have worked with.	We are a foster/adoption home and sometimes don't know what we are supposed to be doing (if anything) next. Thus far, everything has been efficiently handled.	Individual more than one type of service provider.
Staff at the Aberdeen office have always been helpful and caring. We have a wonderful caseworker, Sean White.	I am a working foster mom and the classes are not always convenient for me.	Individual foster care or relative care provider.
Call me back within a reasonable amount of time.	Know what childcare DSHS pays for or not, such as when parent gives no notice, do you pay for 20-day notice or not? I found it depends on caseworker.	Individual childcare or respite care provider.

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Always asking what they can do to help, offering classes, recognition dinners and lunches. Respite care has never been a problem.	Make biological parents more reasonable (just kidding!). These guys in Whitman County bend over backwards to offer help. They are the best!	Individual foster care or relative care provider.
They always return my calls promptly.	Get checks out sooner!	Agency more than one type of service provider; 2 employees.
Good communication. Timely response to problem-solving.		Individual counseling or psych evaluation provider.
I have a few select caseworkers (mind you this is rare) that have actually been concerned about the child and our family...who returned calls, asked our opinion, and kept us updated with what is happening with the case.	Care and respect, let us know what's going on with child's case, return calls in a timely manner, include me in decisions about children, don't move children on a whim, pay correctly and on time; Provide respite when needed, pay respite providers, pay day	Individual more than one type of service provider.
Social worker John Patterson does a good job of keeping in touch with me on a regular basis and gets the proper treatment approved for my foster child.	Send respite payments directly to the person providing respite.	Individual foster care or relative care provider.
Some Counties treat people better, others could care less.	Remember that we are a team and treat us with respect that we deserve.	Individual more than one type of service provider.
	Keep me informed on court dates - it seems like every time I am told one thing, it isn't correct, or it changes.	Individual foster care or relative care provider.
Returning calls quickly.	Use Community Youth Services (Olympia) with all foster children; transportation for visits. They are very timely and kind.	Individual more than one type of service provider.
Give me respite when I need it, no questions asked.	Just backing the foster parent more, and offering more trainings and money for those hard-to-place teens.	Individual more than one type of service provider.
	Be available and return calls.	Individual more than one type of service provider.
I love Invoice Express compared to the old system. It's great! Things have improved in the last five years; especially caseworker communication with parents.	We get mixed messages and not a clear plan. Too much wishy-washy and not enough straight forward goals. Kids control caseworker outcomes, and not necessarily what is best for the kids.	Individual foster care or relative care provider.
Help support.	Return phone calls sooner!	Individual unknown provider type.

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Couldn't think of anything.	Respond more timely to phone calls and at least seem concerned with your problems.	Individual foster care or relative care provider.
When I need forms, or answers to my questions, or just someone to vent to, they are there for me.	So far they have been doing everything I need.	Individual foster care or relative care provider.
Michelle Beebe is very good about returning my calls and answering my questions (she's our social worker). I like Invoice Express. It's easy and fast!	Raise the rates for foster care payments...it does not cover the work we do for our foster child!	Individual foster care or relative care provider.
The caseworkers I've worked with are very helpful.		Individual foster care or relative care provider.
See them as focused on the unending tasks - needs of foster parents and teamwork.	Give out more e-mail addresses to communicate better. Answer voice mail messages promptly. When someone says "no" or wants to move kids who are difficult, do so without the hassle.	Individual more than one type of service provider.
Return calls in a timely manner. New SSPS payment is dependable and on time.	Half day rates too low for school kids.	Individual childcare or respite care provider.
Some caseworkers are very nice and helpful - others never call back and are not helpful.	Activity fee is not enough to cover activities.	Agency childcare or respite care provider; 70 employees.
When we do referrals to caseworkers and the follow-up to assist parents with the cost of child care.	Work well with families who are learning English.	Agency childcare or respite care provider; 60 employees.
Listen, offer advice.	Be able to do something about lack of involvement of biological families, recruit foster parents and respite workers for support.	Individual foster care or relative care provider.
	Call when they are supposed to, keep me posted on things.	Individual foster care or relative care provider.
Listen to us.	Stop thinking they know the kids better than the foster parents. We live with them 24 hours a day, 7 days a week.	Individual foster care or relative care provider.
Generally, all is well.	Better contact with families...more or BETTER. Help when NEEDED!	Individual foster care or relative care provider.
Yes, now it seems to be going a lot better	Sometimes the caseworker thinks it's their money...it used to take forever to get paid.	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Nothing, they do NOT give me the correct rates and take 6 months to pay me!	Pay us what we deserve and what our private pay is, and get rid of absent days and pay for the entire time - all our other clients have to pay, whether they are absent 5 or more days.	Individual more than one type of service provider.
	Return phone messages, be fair about awarding contracts, not allow individuals to sway contract administrators to send contracts or sway other staff to not refer to a particular provider without just cause.	Individual counseling or psych evaluation provider.
Returns calls within 24 hours.	Offer more programs (classes) for foster parents to attend.	Individual foster care or relative care provider.
Caseworker is very responsive and follows through. Once in the "system" you receive payment and reimbursement in a timely manner.		Individual foster care or relative care provider.
	Timely payments and return phone calls.	Individual foster care or relative care provider.
Provide classes to help with certain situations that may arise. They listen to our feedback.	Have smaller caseloads so they can serve clients more efficiently.	Individual foster care or relative care provider.
Whenever I'm in need of information, assistance or questions as to what the state policy or regulation is, they help with my decision-making.	Maybe pay for the care at the beginning of the month to help the providers maintain cash flow.	Individual childcare or respite care provider.
Having the monthly check to me by the 3rd to the 5th of the month. I really like the call-in service.		Individual childcare or respite care provider.
Anything or everything I ask about the children I care for. Thank you!	Keep the real people and not rely on machines. We don't know what we would do without them!	Individual childcare or respite care provider.
Keep me informed.	Trainings, classes on issues our children are having problems with - all kinds of problems you know.	Individual foster care or relative care provider.
To find the support we need for the children in our homes.	Return phone calls in a more timely manner.	Individual foster care or relative care provider.
The new referral form and procedures direct the therapist in initiating the intervention.	Be accessible to in-person telephone communications!	Agency family preservation services or home based services provider; 10 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
In the 10 years I've been a foster parent, I've only had a couple of good, caring and helpful caseworkers. And when I have a problem or question I call Anita Speir - she is most helpful.	Answer phone calls, caseworker should call at least every couple weeks just to see if the kids need anything. I believe respite payments need to be more fair...payment for 24 hour care shouldn't be more than one week of vacation respite.	Individual foster care or relative care provider.
They give good information, help me problem solve and are willing to listen.	So far, so good for the past 4 years.	Individual foster care or relative care provider.
They always return my calls and are always willing to help me with any problems I have.	Payments received or information inputted in a timely manner to receive payment.	Individual childcare or respite care provider.
They retain delightful people to perform the training.	Respond to calls quicker...or at least respond!	Individual foster care or relative care provider.
Great about keeping us informed.	To inform us about other services.	Individual adoption support provider.
Reimbursements are prompt.	Treat me with respect and dignity. Remember that foster parents are not part of the problem, we're part of the solution.	Individual foster care or relative care provider.
Understanding.	Stop that call-in voucher.	Individual adoption support provider.
Very nice people at the office in Shelton. Lots of support and always very friendly. Great staff!	Keep me more informed in how the whole foster process works. Better communication.	Individual foster care or relative care provider.
Our adoption social worker, Brandy Semon, was wonderful. We worked with her for more than a year.	Provide more, better information regarding resources available and regarding the background and exposure of foster kids in our care.	Individual foster care or relative care provider.
Very close contact/information, working together.	Nothing - doing a great job.	Individual more than one type of service provider.
Very supportive with difficult children in my care.	When it's time to update kids in my care, do not let the lapse occur. Provide respite homes.	Individual foster care or relative care provider.
Attentive to our concerns and are helpful with problems.	Not sure - seems good now. Was worse 2 years ago, but many improvements have been made.	Individual foster care or relative care provider.
	Answer the phone and return calls.	Agency childcare or respite care provider; 18 employees.
I actually do not have contact with DSHS staff. I provide day care for a couple of families on the program, and have never had any problems with payment.		Agency childcare or respite care provider; 3 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Depends on the staff - most care about kids they have on their caseload - will advocate and do what they can.	Return phone calls and get payments in and correct.	Agency foster care or relative care provider; 100 employees.
Considerate and thoughtful most of the time.	Let me know more about the progress of each child's case in my care - don't leave me in the dark about what's going on.	Individual foster care or relative care provider.
Helping me pay for baby-sitting for my grandson when I need it!	I had to cry before they would help me with that baby-sitting money.	Individual childcare or respite care provider.
I am pleased with the service.	I am pleased with the service.	Individual childcare or respite care provider.
Informative regarding the training.	Get paid on time, not 3-4 months later!	Individual foster care or relative care provider.
When they hire and use kind, friendly caseworkers and licensors.	Not get so bent out of shape and start investigations when we have a molehill and they turn it into mountains. I am quitting being a foster parent because I have been investigated several times for ridiculous things: one of my kids is a biter (I got investigated), once I picked up my child two times late in one week (because I have another intensive needs kid) and I got investigated for being late. It is frustrating that the system is against us. I think more caseworkers that understand minority families would be beneficial.	Individual foster care or relative care provider.
The current adoption support person, Shari Thayt, is great! Very professional!	Social workers and administrators should stop lying and know the law - bring department policies into line with the law.	Individual childcare or respite care provider.
I'll let you know when I figure it out!	Treat me as a person - not a house with a bed. I was incredibly upset to hear my house referred to as a "barracks." At this point, I am only continuing because of the kids.	Individual foster care or relative care provider.
Offer all services available to suit my needs.	Remember to do follow-up paperwork and necessary computer data input.	Individual foster care or relative care provider.
Answer any questions regarding subsidy.	Return phone calls more promptly.	Individual childcare or respite care provider.
Solve my problem with medical coupons quickly. Pay adoption support bills promptly.	Check in more instead of waiting for me to call when a problem arises.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They try to take care of questions or concerns in a timely manner.	Be more available - which means lower caseloads!	Individual foster care or relative care provider.
I am an in home day care for someone's foster child during the day. Payment for that child was done in a timely manner.	At this time, nothing more.	Individual childcare or respite care provider.
Provides good training. (Everett) social worker answers my phone calls.	Make payment for respite in a more timely manner, it takes 3 months to get payment!	Individual more than one type of service provider.
Listens! Ensures families receiving aid meet their financial obligations with providers.	Do not move our contact person/office away from Oak Harbor!	Agency childcare or respite care provider; 23 employees.
Phyllis S. is the only caseworker to return calls and make payments on time.	Return calls - I've waited as much as 6 weeks, with me calling time and time again. Payment - I am owed for over a year, but because the caseworker didn't do her job, I won't get paid. How would you like to not get paid for your work? I am self employed and rely on getting paid! Now, I am no longer taking CPS/CWS [Child Protective Services/Child Welfare Services] cases!	Individual childcare or respite care provider.
Listen to problems.	Help with problems.	Individual foster care or relative care provider.
(Snohomish office) Finds information on counseling and other programs (day care and camps, etc. for my children) or someone I can talk to.	Answer my phone calls (call back), take care of important items quickly, and not put me off.	Individual foster care or relative care provider.
They walk me through all of my questions and they say thank you.	Not wait for more than 24 hours to call you back with an answer.	Agency childcare or respite care provider; 8 employees.
Very accommodating. Incidental money and transport money quickly. Always follow-up and keep promises.	More information on what is allowed for payment, overnight visits, respite available, etc.	Individual foster care or relative care provider.
Listens and understanding.	Educate all social workers in signs of drug/alcohol abuse by parents.	Individual foster care or relative care provider.
Listens, helps with good resources, good teamwork.	If worker does not understand or doesn't know how to get something done, they should ask for help, not procrastinate!	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Making sure providers are compensated with all programs. We have to take classes to know what is available for funding (i.e., activities fee) and the caseworkers act like they have no idea.	Individual childcare or respite care provider.
The adoption staff keeps us well informed, returns calls quickly, and answers any questions we have.	The social worker could keep us up on our cases a little better - sometimes I call and it is weeks before the caseworker calls me back. I feel a little shafted or like I am an inconvenience.	Individual foster care or relative care provider.
	Take the information that we give them and use it! We know these kids and parents.	Individual childcare or respite care provider.
Messages, calls back, service, helpful, kind, patient.		Individual more than one type of service provider.
They return my calls. Explain what they need and why. Very courteous.	Let people know well in advance that they should save receipts for the year for supplemental support. Receive supplemental support every three years instead of every year.	Individual foster care or relative care provider.
Open to working with community providers.	Timely payment for contracted services. Be careful of discounting the work of other providers of the same service.	Agency counseling or psych evaluation provider; 30 employees.
Everyone involved in our foster parent experience and adoption was very supportive. Always available to answer my many questions.	My experience has been very positive. I think workers are spread pretty thin making the adoption process very long.	Individual childcare or respite care provider.
	Give some type of notice when children will be leaving our care.	Agency childcare or respite care provider; 16 employees.
Helps push payments through.	Have less wait time on the phone.	Individual childcare or respite care provider.
Phone applications are great as I haven't the time to go into the office.	Meet our standard rates better. We are underpaid on school-age care and half-day rates. It takes full-time slots (of childcare) to pay staff, supplies and expenses.	Agency childcare or respite care provider; 7 employees.
Some individuals are very helpful, while others are not.	Seems to be a breakdown in communication - need to be better informed (re: assessments, court dates, rates of pay, etc).	Individual foster care or relative care provider.
Usually answer questions. I like dealing with Yakima County.	Make sure every level of people know rules and regulations.	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Most of the time you feel that DSHS employees are sincere.	Make the system more user friendly.	Individual adoption support provider.
	Make sure a social worker is set up for the time of a hospital release.	Individual foster care or relative care provider.
Operating a licensed facility in a small town requires obtaining a waiver from time to time. Grace Schauer is supportive, firm, consistently consistent, flexible, realistic and importantly approachable.		Individual childcare or respite care provider.
Almost everything.	Much improvement in the last 10 years. Not as patronizing as they used to be.	Individual more than one type of service provider.
Does offer some good resources, but could use more (i.e. childcare in the home) so parent can take care of business and personal needs.	More educational classes and resources to deal with very needy children (i.e. attachment disorder, FAS [Fetal Alcohol Syndrome], transitioning, etc.).	Individual more than one type of service provider.
In 20 years I only know of 2 or 3 deadbeat staff - the rest are TOP NOTCH. All our social workers work very hard to aid us and our children.	I think that Olympia needs to look very carefully at the dollars paid for care. We operate on a shoestring and take care of very difficult children.	Agency foster care or relative care provider; 6 employees.
	No problems.	Individual foster care or relative care provider.
Give me a lot of praise and appreciation for my services. Makes my job more rewarding to have the caseworkers support and encouragement.	Raise the pay scale. Offer insurance for dental and visual needs.	Individual more than one type of service provider.
Responsive to questions and problems.		Individual counseling or psych evaluation provider.
Provide me with some type of payment for badly needed respite care...my client has no family.	Pay better to unlicensed baby-sitters. You check them out before you pay anything and \$2 an hour is an insult.	Individual childcare or respite care provider.
Answer my calls promptly, ALWAYS courteous.		Individual foster care or relative care provider.
Translate, work past 5pm.	Work after 6pm and before 8am.	Agency childcare or respite care provider; 11 employees.
Order supplemental invoice - not much help.	Return phone calls within 24 hours. Often mailboxes are full - cannot leave message. Follow through as promised.	Agency childcare or respite care provider; 6 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Respond quicker to billing matters and telephone messages. Clarify and simplify payment procedures to us.	Agency counseling or psych evaluation provider; 4 employees.
Often returns phone calls.	Let center know 100% of the time when families will no longer be getting aid!	Agency childcare or respite care provider; 20 employees.
Returns phone calls; supports efforts by providing resources for child (read right, counseling); team meetings when needed.	Payment for respite in a timely manner, and not losing information on a regular basis.	Individual foster care or relative care provider.
Clarifying reimbursement procedures; simple reimbursement; good communication via phone and mail.	Allow for 1/2 hour counseling sessions. Currently, only 1 hour is paid (allow increments to save \$).	Agency more than one type of service provider; 4 employees.
Usually very helpful. I have had wonderful caseworkers with the exception of one.	Call when changes or cancellations come to them, but impact me.	Individual foster care or relative care provider.
When DSHS found out I was a provider (on the telephone) and not client, they treated me more respectfully than as when they thought I was just a client.	Not treat people calling in as though they were not an important call. All people have a right to be treated with respect (welfare people or not).	Agency more than one type of service provider; 5 employees.
Responds to calls promptly, clear on expectations, excellent level of trust.	I'm satisfied.	Individual adoption support provider.
Return urgent calls, visit, schedule changes, etc. They truly care about kids.	Maybe keep me better updated as to my foster child's status legally.	Individual foster care or relative care provider.
Talks me through, explains information thoroughly, returns calls promptly.		Individual childcare or respite care provider.
I'd have to think on this for a while.	Return phone calls in a timely manner, be more knowledgeable of cases, carry through on their word, respect other people's contributions as team members.	Individual counseling or psych evaluation provider.
Let us know what is going on with the kids and family - keeps our pay coming!	Try being consistent and truthful.	Individual foster care or relative care provider.
Be there when they are needed.		Individual foster care or relative care provider.
My worker is a very nice person, easy to communicate with and she listens to me.	I feel they offer beneficial classes, and it's up to individuals how much they want to learn and grow.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They return my calls and answer my questions with courtesy. Both my licenser and social worker have been good to work with.	As this has been my first foster child and it has not been that long, I would have a hard time answering this question.	Individual foster care or relative care provider.
	More and quicker support for teens with behavior problems.	Individual foster care or relative care provider.
Responds promptly (I have limited contact, though).	Pay the real rates that I charge.	Individual childcare or respite care provider.
They (case mgrs) try to give us all they can in return for all we do for the children.	Not penalize us for doing a good job with difficult children as they improve - they reduce our pay as we help them get better - go figure!	Individual foster care or relative care provider.
I have received payments consistently the first week of the month after care was provided.	So far no complaints	Individual more than one type of service provider.
Keeping in contact via home visits.	Have more transportation of foster kids to different appointments.	Individual foster care or relative care provider.
They make sure I am receiving proper compensation for my services.	I think they do a great job!	Individual childcare or respite care provider.
Answer most questions accurately. Paperwork is processed exceptionally fast.	Hold time could be less.	Individual childcare or respite care provider.
If I need answers, DSHS is able to get the information I need.	I have a hard time getting through - when I call there is ALWAYS a wait.	Agency childcare or respite care provider; 7 employees.
Provide information on coverage.	Let me know farther in advance when services are terminated. This is my income!	Individual childcare or respite care provider.
The staff is normally very courteous and easy to work with.	Sometimes referrals are incomplete.	Agency family preservation services or home based services provider; 25 employees.
Good job of coordinating referrals and counseling services.	Allocate more funds for the provision of counseling and supportive services.	Individual counseling or psych evaluation provider.
	Get back to people faster, make corrections easier and faster, allow more than one provider.	Individual childcare or respite care provider.
Keep me updated on services.	Update on status of foster kids, birth parent.	Individual transportation provider.
I like the call-in line - you're able to get answers more quickly.	Process claims faster when new clients are starting.	Agency childcare or respite care provider; 14 employees.
Responsive at the local level and very supportive.	Provide more information at a large-system level; where services fit in.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very responsive to questions and problems, prompt when items are urgent, good about explaining things.	More staffing to decrease backlogs!	Agency childcare or respite care provider; 9 employees.
Very good problem solvers and always there for me.	Answer calls, return messages the day a message is left.	Individual more than one type of service provider.
I am very glad to have the "personal" attention from our people at DSHS...Diane Enkvist and Cheryl Annis.	Keep it the way it is. It works very well. They KNOW us providers and parents, which makes it easier when dealing with cases.	Agency childcare or respite care provider; 30 employees.
Being available, help with difficult problems, quick, reliable with reimbursements.	You don't have to ask the same questions over and over and over again on every form. If it's not in your computer already, you must have lost the information!	Individual foster care or relative care provider.
Yes - the new call center system is awesome.	Backdating childcare payments.	Agency childcare or respite care provider; 15 employees.
I am very impressed with how quickly the Region 5 Call Center has become efficient in handling the volume of work.	Assure IRP's are updated timely for welfare students needing childcare.	Individual childcare or respite care provider.
Whenever I call for help, they keep trying until we find the right person to help with the problem.	DSHS could make sure all receptionists know who does what, when, and where!	Individual counseling or psych evaluation provider.
Does not interfere with child-raising. Licensing takes too much time.		Individual foster care or relative care provider.
They inform foster homes that they will have a choice between my store and Kmart.	They are doing a great job!	Agency other care provider; 2 employees.
They help when I have problems with day care payments and information on how to fill out forms, how to seek help for needs of children that come into day care.	They do a pretty good job, if they were not limited to so much staff cuts - it's hard to get to all their cases and to work efficiently.	Individual more than one type of service provider.
	Respect us as equal partners. Don't tell us how to run our household with foster kids unless you've walked in our shoes.	Individual foster care or relative care provider.
Very helpful with information and getting payment authorized on time.	Nothing - sometimes they seem overwhelmed.	Individual childcare or respite care provider.
Explanation of policy.	Not be so closed minded when situation comes up they can't cover. They should respectfully provide other avenues to explore.	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are very friendly and helpful.	I have never had a problem with Region 5 Call Center. They have done wonderfully, and I appreciate their help.	Agency childcare or respite care provider; 15 employees.
Try to help as much as they can.	They are doing all they can.	Individual foster care or relative care provider.
They always answer my questions fully and courteously.		Individual childcare or respite care provider.
They try to do their best - but it is difficult, because they don't know your situation. Very impersonal to us - but they try hard.	Please have staff be located in county you are calling from. You get a different person every time and have to explain all over - some information not in computer from previous person.	Agency childcare or respite care provider; 10 employees.
	Make sure parents have done their paperwork - confirm with provider, so we don't have to wait months before payment.	Individual childcare or respite care provider.
They have always worked with me to figure out what was needed.	I liked it better when the childcare was handled in the local offices. I was always able to talk with the same person and it was nicer.	Individual childcare or respite care provider.
Coordinate assistance for mutual clients to avoid duplication of services. Regular payments of financial assistance.		Agency other care provider; 8 employees.
Very positive team!	Make contact with kids and social workers. Maybe a monthly appointment for goals or a pat on the back!	Individual foster care or relative care provider.
Responds quickly to request for information or clarification; easy to communicate with; easy access.	Reduce their training requirements for volunteers continuing to work with our agency for multiple years (30 hours per year is too much for ongoing volunteers)!	Agency other care provider; 25 employees.
Timely responses - I am treated with respect.	Train all caseworkers to be as competent and caring as my current case manager (Phyllis Walker).	Individual foster care or relative care provider.
	Return calls more promptly.	Individual foster care or relative care provider.
For the most part, be willing to assist victims of domestic violence to get stabilized - to help us help them!	More cross-training and in-service training. Communication helps to get to know each other better and remove barriers.	Agency other care provider; 14 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They try to tell us what they know about each foster child's history.	Okay payment for transportation, and/or sports programs, equipment, YMCA memberships. These kids all need physical release and social skills (like teamwork) enhancement that is obtained from sports!	Individual foster care or relative care provider.
	They could improve after hours and/or weekend support! If there's a problem, it's almost impossible to get anyone to help! Also, they could better inform foster parents of available reimbursement for damaged property/possessions. All CPS caseworkers should return calls!	Individual transportation provider.
Some workers are considerate of my schedule when arranging visits.	Do proper paperwork in a timely manner, so I can be reimbursed on time. Be more informative. Pay respite directly to respite provider.	Individual foster care or relative care provider.
DSHS has never "worked" with me or "helped" me. They have ignored me and avoided me. It seems it's not "what you know, but who you know."	I feel I've been treated very unfairly by the Clark County office. It appears I've been "blacklisted" because I asked too many questions. I have not received a call for a child in over 8 months. Very unprofessional staff! The caseworker I had was very immature.	Individual foster care or relative care provider.
Created Invoice Express; having foster parent appreciation get-togethers; Fred Meyer gift certificates.	Hire staff to answer phone calls and help find resources for problems and needs. Give foster parents incentives (respect, money) to stay foster parents and retain placement stability. Day care providers get a percentage off house mortgages and power bills.	Individual more than one type of service provider.
The Everett office is so much easier to work with - Lynnwood could follow their example!	As a foster parent I prefer caseworkers out of the Everett office.	Individual foster care or relative care provider.
Payments are now made in a timely fashion. Thank you!	Notify parents and providers when caseworker changes, including new phone numbers. Require caseworkers to return calls within 24 hours.	Agency childcare or respite care provider; 5 employees.
Some of the caseworkers are competent, courteous, and quick to return messages.	Improve training for caseworkers - some are rude and confused! Consistency would be great.	Agency childcare or respite care provider; 7 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I really like the call center at the North King CSO. It is nice to not have to leave a message.	Communicate more clearly with the parents about what paperwork needs to be completed BEFORE their child can start childcare.	Agency childcare or respite care provider; 13 employees.
Send paperwork early in month to get filled out.	Reply sooner when parents are approved and not leave off names on attendance logs.	Agency childcare or respite care provider; 30 employees.
	Could do their paperwork more promptly and return phone calls.	Individual childcare or respite care provider.
Whenever I have a question, they get right back to me. They are collaborative when it comes to looking at the services needed by a child and prioritizing the money.	Give them a month or two warning when a summary of treatment is due. They were great last year and my mom died - they allowed me an extra month to send in the report.	Individual adoption support provider.
Return calls promptly, communicate clearly, responsive to questions.	Pay for services at a higher rate. Payment rate for psychotherapy is much lower than the typical rate in this part of the State.	Individual adoption support provider.
Answers calls and attempts to resolve questions immediately, always follows up on things.	List to foster care providers about what services or aid is supplied. Make sure agencies supplying services follow through with their contract promises.	Individual foster care or relative care provider.
	I may care for children, but don't talk down to me. Some caseworkers ask me questions about the parents that are out of line or personal that I don't know and I would never ask them. It is not my job to police the parents. If they need these answers, ask the parents yourselves!	Individual childcare or respite care provider.
Good relationship when working with DSHS staff. The focus is on family support. The payment system works great.	I don't know.	Individual counseling or psych evaluation provider.
Usually get reimbursed on time. They usually listen to my input.	Provide respite, return after hours to local community, be consistent region to region, area to area, unit to unit and worker to worker.	Individual foster care or relative care provider.
Access of services.	Return calls in a timely manner.	Individual foster care or relative care provider.
I enjoy working with our adoption caseworker in Olympia - she is informative and calls us promptly after we leave messages.	The Kelso office should return phone calls. It's next to impossible to get them to do that. They need to do their home visits too.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Training is great.	Answer calls/e-mails faster, more staff and social workers, more respite providers.	Individual foster care or relative care provider.
Yes, I've never had a problem except when we change social workers.	Make the change of social workers an easier transition.	Individual foster care or relative care provider.
They haven't always been prompt but they have persevered until they have the information I've needed.	Send out current lists of contact people (rather than once a year).	Individual childcare or respite care provider.
I feel they do the best they have time for to provide what I need.	Do not have such a heavy caseload as to be able to provide them with more time to give better service.	Individual foster care or relative care provider.
I like that I can e-mail my caseworker - she gets back to me half of the time.	Communication. I wish my foster child's caseworker would keep me updated on court proceedings.	Individual foster care or relative care provider.
Works with you to get the help needed for the children you have.	To rework the respite - that the money would go to the person who does the respite. Sometimes a person waits for many months before getting paid.	Individual foster care or relative care provider.
Give us helpful information.	Return our calls more promptly.	Individual foster care or relative care provider.
Currently I have a GREAT caseworker - she is caring, attentive, and understands ALL the components involved in a good placement.	Answer phone voice mail in a timely manner. Be more specific as to the short-term planning for foster kids.	Individual foster care or relative care provider.
Communicate clearly and reach the proper channels.		Agency foster care or relative care provider; 32 employees.
Nothing.	At least return calls before 5 days.	Individual more than one type of service provider.
I was concerned that when everything went to Tacoma we would have problems, but everything is much better. Service is fantastic!	I have trouble getting billing information on foster care.	Agency childcare or respite care provider; 12 employees.
Usually I hear what happened in court with my children's affairs; I never used to.	Return calls promptly, pay correctly for respite and receiving care, ask if I need anything for my kids once in a while.	Individual foster care or relative care provider.
Nothing - the caseworker of one of my parents and her supervisor are not very helpful when I call to ask a question.	Stick by what they say. When you call back and talk to them, don't make believe they didn't say that.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Answer calls timely, call back when they say they will; questions not immediately answered, keep up with what they say on their paperwork, stick to a client more than 2 months.	Individual childcare or respite care provider.
They have almost always honored our requests for medical and mental health services.	Provide information on resources available for mental health and medical needs.	Individual adoption support provider.
	Finish paperwork on time so that reimbursements and medical coupons are received on time.	Individual transportation provider.
Get money for camp, that's it!	Stop blaming the child's past to excuse their behavior today.	Individual foster care or relative care provider.
Adoption support is awesome! Susan Cutrona is great!	Foster parent social workers are rude, and do not know their cases.	Individual more than one type of service provider.
Our adoption support worker is very supportive.	The regular and special needs foster workers could be more supportive. Because of an incident when my husband was ill and we asked for help, we were not helped at all and one child needed to be moved and they would not let us see her. She is disabled and we had her for over 2 1/2 years - we have adopted 12 children and our little ones miss her desperately.	Individual adoption support provider.
Good people skills, honesty about children being placed.	Not remove child from foster/adoption home after a year to place elsewhere. Really look at what is best for the child.	Individual foster care or relative care provider.
	When I call in, the time on hold is terrible (the norm is 10-20 minutes). By the time I get through with my questions, DSHS has tied up my business phone 30 minutes to an hour or more.	Agency childcare or respite care provider; 14 employees.
Has been very helpful obtaining special services for foster kids in my care.	Don't make it so hard to meet licensing requirements, keep adding more and more requirements!	Individual foster care or relative care provider.
	We have two children (guardianship) and I have found that once we took guardianship a lot of help, talking, and counseling (with the child and parent) is no longer available.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
When I do reach someone by phone, they are always courteous, but not always helpful. I hate being told to call one person, only to be referred to another person!	Update voice mail messages as needed, return phone calls in a more timely manner, ensure that monthly payment for services are provided. Foster parents shouldn't be surprised with non-payment because DSHS staff did not complete their periodic review - usually every six months for me.	Individual foster care or relative care provider.
	Give us some respect as far as our policies - others are required to pay our prices and follow our policies, but the State pays whatever and follows their own. That's discriminating on our part (towards non-DSHS parents).	Individual childcare or respite care provider.
Give pretty much full detailed information on child and family. Give full support, and they are there for us.	Most people would like to have their respite money come to them (the providers) instead of the employee.	Individual foster care or relative care provider.
Makes appropriate placements, shares information about child (ie. health and medical issues).	Return phone calls sooner (within 24 hours) or e-mail!!	Individual foster care or relative care provider.
My CSO [Community Service Office] childcare subsidy staff are excellent. They keep me informed, are pleasant, and helpful in all areas. Staff return	Continue to do the good job they are doing now.	Agency childcare or respite care provider; 3 employees.
Half the workers try to be supportive. Often are sure to get paperwork for payment within 30 days.	Respect our hard earned knowledge, talk with us and not assume.	Individual foster care or relative care provider.
Everyone of my caseworkers do their job good!	Need better respite system for these clients.	Individual foster care or relative care provider.
Our licenser in Whatcom County has always been helpful, and has been a good backup when I haven't received help from our caseworker(s).	Some (not all) caseworkers have not been good at responding to our calls. Our current worker has not been to our home since the child was placed with us last October.	Individual more than one type of service provider.
Most of the staff have been excellent, one has been a problem. And one was extremely terrible - has done great harm to multiple families, including mine.	Try to get rid of the bad apples among your staff. It is critical that people who adopt traumatized children are able to access counseling to support their parenting. Current policy only allows this for children.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I appreciate the phone messages that explain when someone will be calling back, or will be available.	My current caseworker could be there more often, respond more quickly, be more organized (an example: "I'm leaving for court in ten minutes, what are her grades?") Move forward on the case - she has been at our house for more than a year and I keep hearing about things that will change...	Individual foster care or relative care provider.
Foster parent support program is great!	DLR [Division of Licensed Resources] needs more of a "we're all working together for the kids" attitude.	Individual more than one type of service provider.
Susan Hannibal will work with me directly or refer me to where I need to go. She is very positive and encouraging.	Take over all VOCA programs so there would be more uniform reporting requirements.	Agency other care provider; 7 employees.
It's hard to pay well. If things were handled well, there would be no complaints. Some answer questions to the best of their knowledge, usually for someone else that hasn't called or returned our call.	Answer your phone calls sooner, or even answer at all would be great. Process paperwork correctly and on time, so our checks arrive on time and are the amount that it should be.	Individual childcare or respite care provider.
Bills processed promptly.	Include our purchase order numbers on warrant remittance advice.	Agency other care provider; 80 employees.
They answer all of my questions.	They treat you like you're one of them and not an outsider.	Individual more than one type of service provider.
Very friendly - returned calls in a timely manner. Love the automated system to get paid!	Billing is confusing sometimes. Wish there was a billing contact who could straighten things out, rather than waiting for the worker to call...	Agency counseling or psych evaluation provider; 6 employees.
Bruce Woods treats me well, and gives me good advice, while (specific DSHS staff name) DOESN'T!	Get my mileage check out sooner. Still don't have April's mileage (it's June). May was submitted and not received yet.	Individual foster care or relative care provider.
Assist with discipline problems, resolution, transportation and respite.	For the most part, the staff I work with go out of their way to help us...they are excellent, supportive and caring.	Individual foster care or relative care provider.
Contract administrators are SUPER! They've been so helpful.	Individual CPS workers below the supervisor level have been extremely frustrating!	Individual more than one type of service provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
In the last six months things have changed: They used to be rude and hostile; now they contact me when I tell client I need verbal authorization that they have day care...before they would not have contacted me.	They have improved customer service 100% in the last six months. They try to help both provider and client.	Individual childcare or respite care provider.
They are always there to help or answer questions. They are wonderful.		Individual foster care or relative care provider.
They return my calls on a regular basis.	Do a check-up call once in a while; a call from the caseworker to make sure the foster children are okay and if I need respite.	Individual more than one type of service provider.
Keep us in the loop and check to see how we are doing.		Individual foster care or relative care provider.
So far I have been very lucky, our social workers and respite care people have been very helpful and friendly.	I think they do as much as they can in their power - so NOTHING!	Individual foster care or relative care provider.
Help with childcare funding.	Return calls in a timely manner.	Individual more than one type of service provider.
Attempts to call me back as soon as possible, listens to what I have to say.		Individual transportation provider.
Help get beds, clothes, answers (from caseworkers).	Some caseworkers don't return calls at ALL! Need better response and communication.	Individual foster care or relative care provider.
I enjoy working with the caseworkers for the foster care children I work with.	Payment is too low for counseling for adopted children's therapy.	Individual more than one type of service provider.
Answers questions promptly.		Individual childcare or respite care provider.
Have very limited contact.	2 sided coin...limited contact, things go along, but limited contact also means limited communication.	Individual adoption support provider.
Keeps in contact with us on the adoption process and calls back on a timely manner. Great support!		Individual more than one type of service provider.
Nothing.	Send out fliers of information on what benefits that might help us. Not knowing programs that are offered, we can't make informed decisions about our foster children.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Listens and tries to accommodate our family's needs.	Give more information about our children to us upfront. Learn more about working with children with FAS [Fetal Alcohol Syndrome].	Individual adoption support provider.
Usually they return phone calls quickly - even if they cannot use my input, they listen to it and explain why not.	Try to remember we are in the trenches with a child that is a person (not a case number), and we do this to make a better life for that child, not for the money!	Individual more than one type of service provider.
The support they give us has greatly improved over the years.	DSHS has made so many changes for the kids support as well as foster parents for the payment plan. So wonderful compared to what it used to be.	Individual foster care or relative care provider.
	Return phone calls in a timely manner.	Individual more than one type of service provider.
They screw families over. They say they will help but they don't.	Do their jobs.	Individual childcare or respite care provider.
Invoice Express; Adoption Support.	Caseworkers return phone calls. Caseworkers not "lump" all people in lumps...respect each person and child. Remember that they are NOT God or a judge.	Individual adoption support provider.
Answers/returns my calls in a timely manner. Courteous and polite on the phone.	Can't think of anything...am satisfied with their service.	Agency childcare or respite care provider; 8 employees.
Try extremely hard to recognize efforts of foster parents.	Respond when issues are brought forward. Huge caseloads as an alibi over and over don't cut it when you are one of the cases lost in the black hole. Provide VERIFIED and ACCURATE information. Just an observation: this survey is a waste of resources, as you are not getting the information you need to really improve with this tool.	Individual adoption support provider.
Quite efficient!	Not waiting on hold for 20 minutes.	Individual childcare or respite care provider.
Many knowledgeable staff relate in a pragmatic and realistic fashion.	New staff unaware of job responsibilities...poor follow-through, accept their own limits too readily.	Agency foster care or relative care provider; 45 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are personable and friendly.	Follow through. Perhaps make notes of what they said they would do, so they don't forget when a "rush" of calls comes in.	Individual childcare or respite care provider.
Provide paperwork.	Train their staff better and teach them that we are people too! Most caseworkers I have spoken to are RUDE!	Individual childcare or respite care provider.
They make their payments.	Communication!	Agency unknown provider type; 30 employees.
(Specific DSHS staff name), day care licenser, is not courteous and respectful. The resource and referral is wonderful; I also love Invoice Express!	Make day care licensers accountable. Providers should only be held accountable for WAC laws, not "best practice" opinion of licensers.	Individual childcare or respite care provider.
My children's caseworker works with me to get the resources my children in care need.	Put the children's needs before the parents wants. Be more honest about the children they place.	Individual foster care or relative care provider.
I think the social workers have provided excellent service to me and are very helpful. All but one and he has moved on.	Have more tax information that pertains to what foster parents can claim...like, am I exempted from the first \$600 of my yearly receiving retainer? No one at DSHS knows, and it's a very basic question from foster parents. I'm new to this (one year).	Individual foster care or relative care provider.
	Stop manipulating the foster parent rate assessment. What is happening is shameful.	Individual foster care or relative care provider.
Electronic invoicing, prompt deposits, prompt return phone calls.		Agency childcare or respite care provider; 4 employees.
Not much.	Respect, be timely, listen.	Individual childcare or respite care provider.
Always helpful when calling about clients and benefits. They take time, don't rush, and help me through ALL questions.	More CSR's for less phone holding times.	Agency childcare or respite care provider; 700 employees.
Very little. Too big of caseloads to provide quality.	Listen to what people need to do a good job.	Agency foster care or relative care provider; 3 employees.
Plan Stars credit programs and classes.	No State pay unless the provider is licensed - close the places without a State license.	Agency childcare or respite care provider; 2 employees.
They have been supportive with help and information regarding the children.	Return phone calls more timely, get pay paperwork in on time - I am short a total of \$1,835 from February through May!	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
There are a few caseworkers who work hard to take care of and get things done/answered for foster parents.	Be less subjective, follow through the WAC's and be consistent (especially in licensing), be honest, and give full information on children when placing. Let foster parents decide if the children will fit, too...not just caseworker's preference.	Individual foster care or relative care provider.
They check situations I need checked if there is some question.	I think extended visits of siblings would be very helpful. DSHS always says they don't have the funds.	Individual foster care or relative care provider.
Whenever I need help or have questions on my foster care.	Keep up sending those checks early!	Individual foster care or relative care provider.
The caseworkers are available to me by phone for consultation and they process my payment quickly.	Nothing right now - I'm happy with my relationship with DSHS.	Individual family preservation services or home based services provider.
	They could listen and make it easier for me to ask questions.	Individual foster care or relative care provider.
Sue Scott answers questions quickly and professionally.	Hire more employees like Sue Scott.	Agency childcare or respite care provider; 45 employees.
	Respond in a timely manner. DCFS workers need to be more involved as a monitor of the agency.	Individual transportation provider.
Better response time since the change in handling caseloads.	Be more timely.	Agency childcare or respite care provider; 18 employees.
Returns calls promptly. If the person can't answer the question they find someone who can.	They change caseworkers too much. They need to keep the same people on cases...it's less confusing that way.	Individual childcare or respite care provider.
Call us back - if DSHS can't help they will suggest a method. Fairly quick to respond.	Send referral information to CBDUS ahead of, or at the same time as the client.	Agency other care provider; 35 employees.
	Pay me the payment for respite care I did almost a year ago and have requested numerous times!	Individual foster care or relative care provider.
They answer all my questions.		Individual childcare or respite care provider.
Not a good time to ask, as I am extremely frustrated about some things right now.	Let the right hand know what the left hand is doing. Trickle down orders from top to bottom.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Increase communication with foster parents.	Individual foster care or relative care provider.
	More kid friendly.	Individual foster care or relative care provider.
	Making caseworkers caseload more realistic, so they can attend to the many requirements for foster placement.	Individual foster care or relative care provider.
Certain staff members are really helpful.	Return call.	Agency childcare or respite care provider; 55 employees.
DCFS caseworker and department are very helpful.	Wash my windows?	Individual foster care or relative care provider.
Locally nothing.	Treat us with respect, stop lying and falsifying reports and information passed to us. Protect the children that we are caring for.	Individual foster care or relative care provider.
The call center has made working for DSHS so much easier.	Hold parents responsible for abusing DSHS services.	Agency childcare or respite care provider; 14 employees.
Help me to get my questions answered by the appropriate people.	Explain the court system and their expectations for the child's case more clearly. Also, return phone calls!	Individual foster care or relative care provider.
Make me feel comfortable, are very good at listening to my foster children and making them feel at ease.	Quicker response on returning call.	Individual foster care or relative care provider.
Offer training, try to solve problems.	Answer the phone or call back promptly, especially after hours.	Individual foster care or relative care provider.
They are there when I need them - when not on LONG vacations.	When on vacation, they should have someone to cover their desk so we won't have to wait days to get a call back.	Agency childcare or respite care provider; 2 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	My caseworker has never done a termination of parental rights case and is a 4th since the baby was born 10.5 months ago. The caseworker is ineffective at court proceedings and the case is going so slow; when both the birth parents have proven themselves incapable of getting their own lives together. I just got to sit in on a hearing this morning for the first time and I am so exasperated regarding the half truths the lawyers told, and were not firmly contradicted by the caseworker because he does not know the case of both children well enough. I am obviously hugely upset.	Individual foster care or relative care provider.
	Respect me as a professional, instead of frequently acting like I am on welfare (like my foster care payment is a handout).	Individual foster care or relative care provider.
Return my calls quickly, answer my questions, and provide support.		Agency other care provider; 18 employees.
They are willing to assist with any problems with the children.	Could be available for phone calls every work day for 8 hours a day. Often times, I can only get an answering machine, even in the front area during the workday.	Individual foster care or relative care provider.
DSHS does a good job of getting back to provider, but many times they misunderstand the client schedule.	They need to explain to the client how they pay the sub. so they understand how they can use the services. Providers are being hurt because of the budget.	Agency childcare or respite care provider; 14 employees.
Return phone calls, helps financially for special needs.	No recordings, please!	Individual adoption support provider.
	Reimburse for services quicker!	Agency counseling or psych evaluation provider; 8 employees.
Most foster parents learn to work with certain caseworkers: Those who respect us and listen to us. Those who complete necessary paperwork on time and CARE about kids.	Lighten up on needless paperwork for caseworkers...their time is needed elsewhere! Weed out poor workers! Take complaint seriously!	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Guide us to services and always willing to answer questions or meet with us.	Do you have a website? It would be a great place to get specific details and information, and also to ask questions on line.	Individual foster care or relative care provider.
Answer my questions.	Kids come with paperwork filled out (not just a name: list of services they need, doctor's names, counselor, etc). Need to call foster parent in one week to see how things are going and if any questions.	Individual foster care or relative care provider.
Case manager available, or other staff to step up to the plate.	Case managers carry too large a caseload.	Individual foster care or relative care provider.
Answer phone calls promptly.	(Pertaining to foster kids in care) Require all interns to carry ID that associates them with DSHS and also instruct them on car seat installation and use. Inform provider of changes in pick-ups or visits.	Individual foster care or relative care provider.
They ask questions and listen to the answers. Helpful with our questions as well.	Be a little easier to access.	Individual childcare or respite care provider.
Being better on telling us the truth about the kids they place with us.	Take what we have to say more serious, as we live with them.	Individual foster care or relative care provider.
The Monroe office always returns my calls, care about the kids, find ways to get the kids what they need, process paperwork in a timely manner, assist with transportation.	Return calls! Be willing to help with transport. I have been treated poorly most of the time at the Lynnwood/Everett offices. They could look to Monroe for examples of caring and courteous workers who return phone calls and are positive and appreciative.	Individual foster care or relative care provider.
They have been as open and honest as they can be. They are empathetic to listening to needs; return calls promptly.	Be sure to let foster parents know about visitation changes. They should call us rather than us having to hunt for information. Try to move adoptable children into foster/adopt homes.	Individual foster care or relative care provider.
Some caseworkers are deeply committed to serving children and will go "the extra mile" to solve problems.	I know that the budget is tight, but many hurting children are going without therapeutic services in our area. The morale in the local office is very poor, and I find the staff do not work as a team - it is very evident. I believe they could use a consult	Individual family preservation services or home based services provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
When answering a question, they have no problem when a person says, "oh, by the way can you help me with...". One does not have to hang up and re-call or be transferred to another person.	Nothing at this time! They are working well. Thanks!	Agency childcare or respite care provider; 30 employees.
	Find a better system other than the clothing authorization. We have problems with Target in Lakewood.	Agency other care provider; 150 employees.
Some staff are very helpful. King County interim care desk staff have really improved with new supervisor.	CPS staff are never available. It's hard to have to call two or three times to make a report. Caseworkers should follow through with cuts.	Agency more than one type of service provider; 100 employees.
	Let us know more about what kind of help is available and what it takes to qualify. I don't know how to help people sometimes.	Individual childcare or respite care provider.
Return calls ASAP.		Individual childcare or respite care provider.
Generally, caseworkers seem concerned about kids.	Return phone calls, put through respite care payments promptly.	Individual foster care or relative care provider.
The automated voice mail system is very nice, once I figured it out. Contracting with private adoption agencies for supervision goes very smoothly.	Educate family members when they come to Washington State about what is reimbursable to them. Be willing to accept Internet special needs courses that cover the same content.	Agency adoption support provider; 35 employees.
Timely return of phone calls for authorizations.		Agency childcare or respite care provider; 6 employees.
Communication has gotten so much better.	When a child comes into care I would like quicker response from a worker - not two days later. It's not fair to the child.	Individual foster care or relative care provider.
CPS workers are generally very good. The last 3 have given clothing vouchers, medical coupons, payment in a timely manner. They went out of their way to please.	(CWS) stop changing staff! Treat me with respect and as a team member. Pay on time both foster and respite providers. They should not put down foster parents when they do not follow through on an issue when they say they will. They should be more aware of the child they are responsible for. Like, visit at least once during a placement!	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
My foster child's social worker always responds to me in a timely manner. It is greatly appreciated. Lynda Miller is my social worker.	I think that information about support programs (such as; reimbursement for transportation of foster care children) should be given to all foster parents. I had my child for almost a year and a half and this is the first time I requested reimbursement because I wasn't aware that I could.	Individual transportation provider.
Often it is nearly impossible to navigate internally in DSHS to find things. One hand is not familiar with the other.	Workers are very overworked, forms may change without warning, creating new problems if you fill it out the old way.	Individual adoption support provider.
Training, Working Connections, auto system for reimbursement.		Agency childcare or respite care provider; 4 employees.
They provide resources unlimited.	Don't treat caregiver as "you're just foster care." Keep them informed more often than not.	Individual foster care or relative care provider.
Most caseworkers give prompt results to foster parents.	Teach social workers like (specific DSHS staff name) in South Seattle that they do not write personal checks to foster parents. We shouldn't have such a hard time getting what we need for foster kids.	Individual foster care or relative care provider.
They provide answers to my questions or give me information on where or who I can contact to get answers. My child's casework and adoption support people were great. Thanks!		Individual adoption support provider.
	Return phone calls. Some caseworkers do. . . some do days later...others never do.	Individual childcare or respite care provider.
Most (not all) social workers give me the information I need and return my calls. Most are into teamwork with foster parents.	Follow through on promises they make, or at least call and explain why they do not (or cannot) do what they promised.	Individual foster care or relative care provider.
They answer all my questions about the 1 or 2 clients I call on.	They could allow me to ask about more clients at one time before telling me I've been on the phone long enough. Sometimes I have questions on 4-5 children (I have 165 on my books - 80% of them are DSHS kids).	Agency childcare or respite care provider; 45 employees.
They are able to answer my questions regarding WCCC [Working Connections Childcare] and are willing to listen to what I have to say.	Identify themselves when answering the phone. I don't always know to whom I am speaking.	Agency childcare or respite care provider; 14 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	We have an amount that we owe you - your staff have said they could send a negative EFT to correct this - we still haven't received a correction.	Agency childcare or respite care provider; 60 employees.
	Provide a direct phone # to childcare workers, for childcare directors only.	Agency childcare or respite care provider; 9 employees.
Communicate within my work hours, go the extra miles.	Offer foster classes and education after hours for working mothers.	Individual foster care or relative care provider.
Answers all my needs.		Individual foster care or relative care provider.
	Get paid more timely - often we are owed for services from a year back and yet no one can prod Olympia (or wherever) to pay us. We call regularly to see why our bills are not being processed, and we have to re-fax and re-fax them over and over.	Individual counseling or psych evaluation provider.
Respectful and polite.	Answer e-mails and phone calls. It's hard to get ahold of them.	Individual other care provider.
Payment invoice and payment are always timely.		Individual adoption support provider.
Nothing!	Return calls, give me a worker that knows what he or she is doing, help direct me to services to help me care for my children.	Individual foster care or relative care provider.
When there's a problem, my caseworker always helps when he's available.	Caseworkers are overloaded. Shorten up their time to get back to their clients.	Individual foster care or relative care provider.
Helps me get payments for outstanding accounts.	Return phone calls when I leave a voice mail.	Agency childcare or respite care provider; 150 employees.
Return phone calls promptly	Make sure the claim is correct.	Individual childcare or respite care provider.
We've had wonderful social workers and licensors - Mary Ann Knaebel, Donna Grantner and Patty Todd.		Individual foster care or relative care provider.
	Give notice of terminations and change in provider BEFORE TERMINATING. Respect our two-week parent requirement to terminate care with us.	Agency childcare or respite care provider; 6 employees.
Very nice, informational, cares about the system.	Respond quicker to criminal history checks.	Agency childcare or respite care provider; 16 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer my calls when I call.	I use Invoice Express and am satisfied with it.	Individual foster care or relative care provider.
	Answer calls in a more timely manner.	Agency childcare or respite care provider; 7 employees.
Very caring.	Have a better way of completing paperwork on time.	Individual foster care or relative care provider.
Caseworker returns phone calls, is personable, takes the time to listen.	Is there a list somewhere that has all the opportunities, discounts, etc. for foster families? For example: camping in Washington, weekend getaways for whole families.	Individual foster care or relative care provider.
Satisfactory job.		Agency foster care or relative care provider; 25 employees.
Team approach to cases; open lines of communication and support.	More timely on "some" payments, otherwise payments are on time.	Agency counseling or psych evaluation provider; 4 employees.
Notification on subsidies	Answer calls sooner.	Agency childcare or respite care provider; 280 employees.
Returns my calls...thanks!		Agency childcare or respite care provider; 8 employees.
	Helps us with finding trackers or respite providers.	Individual childcare or respite care provider.
The financial support; trust in my ability to care for this child.	I have no idea.	Individual foster care or relative care provider.
Invoice Express is great!	Can't think of anything.	Agency childcare or respite care provider; 16 employees.
	Respect teaming, payments on time, support.	Individual more than one type of service provider.
Answers questions, very patient.		Individual foster care or relative care provider.
Leave me alone.	Communication, do paperwork timely, return phone calls.	Individual foster care or relative care provider.
Nothing to work with me and to help me.	Provide adequate reimbursements.	Individual counseling or psych evaluation provider.
	Find a clearer way to differentiate the various offices and make voucher information consistent and more accurate. Do not use A-19 for voucher.	Agency transportation provider; 825 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Approve over the phone.	When a child is approved, send paperwork right away.	Agency childcare or respite care provider; 15 employees.
	Have an 800 number that a person answers, not a machine.	Individual family preservation services or home based services provider.
Take information over the phone; give notice on termination.	Get phone numbers corrected on letters. More information on how programs work	Agency childcare or respite care provider; 18 employees.
Nothing.	Make sure clients read voucher and go where voucher is written for. Not to the same store but a different city (i.e. written to Pasco Kmart, but goes to Kennewick Kmart).	Agency foster care or relative care provider; 80 employees.
I work with the South Bend Child Protective Services department - Jeanne Jones is VERY helpful! We bill for drug screens and the system we have in place with DSHS is working very well.	Jeanne Jones and I work well together, and I feel she is just a phone call away and she can call me anytime also.	Agency other care provider; 100 employees.
Answer calls; friendly.	I have very good workers now...Betsy Page, Fred Bennett and John Marsh.	Individual foster care or relative care provider.
Helped me get into contact with FCAP - Judy Harvichick - and this has greatly improved our access to services. DSHS is very kind toward our payment for day care.	Be knowledgeable about the services that special needs kids have a right to. Be willing to do their job and help find knowledgeable staff to work with us, not change our worker 4 times. Have a worker in Region 4 to take our case, not Region 5.	Individual childcare or respite care provider.
Authorizing clients for working connections child care; check and correct changes or errors in client needs or provider services.	I feel as a child care provider that when I call in to check on a service, I should not have to sit on hold for 10-20 minutes to get help. Providers should have a different number to call to get quicker service, to take less time from children in our care.	Individual childcare or respite care provider.
When you decide to help a client, you're great. I wish you had time and resources to help more.	Your staff is very uneven - some are wonderful, compassionate human beings - some are duds, or maybe just burned out.	Individual adoption support provider.
DSHS does a great job informing us about CPT meetings and other staffings.	Because of funding cuts we are going to have to close our therapeutic child development center. We need more CPS referrals to our agency. I know that the kids are out there!	Agency childcare or respite care provider; 8 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The case manager coordinator is always available.	Case managers need more time for the cases they already service.	Individual transportation provider.
Keep communication open - helpful, realistic, and respectful of our needs and concerns.	Can't think of anything at this time.	Individual foster care or relative care provider.
When you finally reach someone - usually the issue is resolved.	Answer their phones or return calls promptly (within 24 hours).	Agency childcare or respite care provider; 35 employees.
Answer questions quickly, TONS of resources, quick with payment.	Have a human answer the phone.	Individual counseling or psych evaluation provider.
It's a luck of the draw: Caseworkers can be punitive with payment and resources (withholding them).	Pay foster parents on time! Too frequently invoices are not paid on time.	Individual more than one type of service provider.
	They could pull their heads out and get things right the first time.	Individual foster care or relative care provider.
The DCFS caseworkers that I work with are very professional and helpful. They do very good work. The payment system is excellent and quick.	CPS intake caseworker tends to minimize and/or dismiss providers' concerns when making a mandated report.	Individual counseling or psych evaluation provider.
Informs about trainings.	More contact, less judgment, more support, and empathy.	Individual adoption support provider.
My caseworker has helped me with some new ideas for the kids.	I would like to be able to get calls returned earlier (usually time is 3 days).	Individual childcare or respite care provider.
Suzanne Craig is wonderful - she goes the extra mile.		Individual foster care or relative care provider.
I feel DSHS is trying to help us be successful. At one time, I would not have said that.		Agency childcare or respite care provider; 9 employees.
They are getting better at phone calls, which is helpful. Social workers do understand that foster parents are vital in this system, some definitely show it and some don't. The Monroe office does an excellent job of supporting caregivers.	(Specific DSHS staff name) at Smokey Point could use charm school. She is frontline and should be more helpful and courteous. Respect for others' positions and needs goes a long way. Inclusion on the team surrounding my foster children is important, too.	Individual foster care or relative care provider.
	Be more understanding and cooperative and fax award letters to us. It would also be nice if they returned phone calls.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I enjoy speaking with licensors and people in Olympia. They return messages and are courteous. Caseworkers are not always considerate.	Hire and train caseworkers and keep them from turning over - easier said than done, I'm afraid.	Agency childcare or respite care provider; 40 employees.
Some staff do excellent work and others just put in their time and draw their pay, with little or no concern for kids' best interests.	Encourage workers to listen to foster parents concerns and do something to help them. They need to remember "kids are first".	Individual transportation provider.
They make it very easy to receive our monthly payments.	They're doing a good job for me right now.	Individual adoption support provider.
Some caseworkers appear to have the child's welfare uppermost in their minds, others appear to treat cases as just a job to get over with as simply as possible, regardless of consequences.	At least consider input from foster parents in regard to what is best for the child.	Individual foster care or relative care provider.
	Respond sooner to messages left on phone, give our caseworkers a hand.	Individual foster care or relative care provider.
They answer my e-mails and promptly respond to them, and provide necessary information when asked. Payments have been prompt.	No problems.	Individual foster care or relative care provider.
Depends on the worker - some are wonderful professionals - some are not. DDD is in the latter category. DCFS is in the former.	Better oversight of programs making huge amounts of money from the State (i.e., sex offender homes - they are poorly supervised by DDD).	Individual counseling or psych evaluation provider.
	Answer the phone, return phone calls or return response by e-mail, be responsive, be competent.	Individual unknown provider type.
Providing health care and financial support for our grandchildren.	They do well.	Individual foster care or relative care provider.
	Return phone calls more quickly, or at least return calls!	Agency childcare or respite care provider; 8 employees.
	Be better staffed - they always seem overworked and understaffed.	Agency counseling or psych evaluation provider; 50 employees.
They are dedicated and they care.	Be more available and responsive to phone contact.	Individual adoption support provider.
	Not change staff so much.	Agency childcare or respite care provider; 20 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They try to work around me when receiving or exchange of kids.	Get more information on kid's routine, eating habits. Keep foster parents better informed on changes.	Individual foster care or relative care provider.
	Have better resources for counselor referrals.	Individual childcare or respite care provider.
They send notice on time.	Answer calls sooner, return calls sooner, because we are also as busy as they are.	Individual childcare or respite care provider.
Keeps in contact and is helpful and responsive.		Individual foster care or relative care provider.
Return phone calls, understands I have constraints, they work together, are appreciative, helps me understand paperwork.		Agency counseling or psych evaluation provider; 2 employees.
WCCC [Working Connection Childcare) staff has been very helpful in explaining and answering questions, as a bookkeeper new to all this. Great assistance with unpaid co-payments!		Agency childcare or respite care provider; 70 employees.
Provides information timely to facilitate treatment, responds ASAP to voice messages when busy, cheerful and helpful.	Can't think of anything they need to do better.	Agency adoption support provider; 14 employees.
Answers questions; guides me to services.	Process SSPS/Transportation quicker. Colville office does this well.	Individual transportation provider.
Stevens County is prompt with processing claims. Lynn (down at Colville) is awesome at answers and problem-solving.	Other offices being prompt with SSPS.	Individual foster care or relative care provider.
	Return phone calls, pay me for my auto mileage in a timely manner (they are at least three months behind).	Individual foster care or relative care provider.
Loved working with licensors and trainers.	Caseworkers letting foster homes know about services/financing available for children in placement.	Individual foster care or relative care provider.
Sends me to CPS.	Tell me the programs.	Individual foster care or relative care provider.
Nothing unless forced to.	Listen.	Individual childcare or respite care provider.
Pay promptly.	I cannot think of anything specifically.	Individual other care provider.
Great payment system.	More/better communication with placement worker.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Financially, they are wonderful - sometimes helpful with referrals.	Better communication.	Individual childcare or respite care provider.
	Offer more classes on difficult teens and raise the cost of providing care for them.	Individual transportation provider.
DSHS gives help to the needy.	Pay those who help with services on a more timely manner.	Individual transportation provider.
The administrative staff always answers my questions quickly, especially Region 6 (who I call a lot)!	A couple of times I was told there was a shared database and access wasn't allowed during times I needed client or caseworker information.	Agency family preservation services or home based services provider; 9 employees.
	They should be more patient and helpful.	Individual more than one type of service provider.
Sometimes they utilize our professional expertise on behalf of child and decision-making for child.	Be able to use our resource to transition kids home. Include us more in planning.	Agency other care provider; 80 employees.
They support the parents of these hurting children, when the children's needs seem to go unmet!	The contacting is very slow...weeks can go by before I hear from my social worker.	Individual transportation provider.
Social worker and case manager recommended my service to their co-worker.	Set up a provider fair where all the providers can meet social workers and explain services offered.	Individual counseling or psych evaluation provider.
They take the time to talk to you.	Respond more quickly to calls. If not themselves, then someone else!	Individual foster care or relative care provider.
Great job on promptly returning phone calls.	Information on classes and opportunities with more advance notice...like 12-16 weeks.	Individual foster care or relative care provider.
Frequent contacts, prompt answers to questions.	Be more knowledgeable on interstate situations.	Individual foster care or relative care provider.
Social workers are responsive and supportive despite huge demands of their jobs.	Send more referrals!	Individual counseling or psych evaluation provider.
The representative was VERY helpful! She answered all my questions.		Agency family preservation services or home based services provider; 15 employees.
Helping answer questions and working hard to get the answers.	Clarify coverage changes for my son (if any), pay bills on time, so I don't have to get stressed.	Individual adoption support provider.
Guiding me on where I need to go and helping me with the problem or matter.	Nothing.	Individual unknown provider type.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Communicate.	They could return phone calls on time. Also, give all information about child coming in to care.	Individual foster care or relative care provider.
Provide resources for both foster parents and for the children.	Trust foster parents a little more, especially those who have been around for a while. They need more resources, especially for respite.	Individual foster care or relative care provider.
Prompt payment for services, teamwork, attitude of first-line staff.	Provide some computer education, gain a better way of keeping track of their own funding/spending.	Agency family preservation services or home based services provider; 5 employees.
Invoice Express - very efficient. Good support from regional office.	Better track of their own programs, educate staff regarding payment/program basics.	Agency adoption support provider; 5 employees.
Kind and informative at times.	Notify me PRIOR to changing visit schedule.	Individual transportation provider.
They fully explain themselves so I can understand them.	Answer or return calls quicker.	Agency childcare or respite care provider; 8 employees.
Helpful in explaining policies and practice. Sometimes able to provide resources for information. Licensors (regional) are great!	Return calls in a timely manner. Treat us as if we know what we are doing! We have talked to workers who think we are completely uninformed - but we sometimes know more than them! R-E-S-P-E-C-T.	Agency foster care or relative care provider; 9 employees.
My social worker takes time to answer questions and follow through on agreements most of the time. Most often social workers seem to have the best interests of the client at heart.	CPS/CWS worker could follow-through with agreements (especially FOS payment) in a much more timely fashion. Collection of payments is often time consuming and costly in terms of administration time.	Agency transportation provider; 5 employees.
Always returns my calls, takes care of all my concerns, pays on time each month. Good job!		Agency childcare or respite care provider; 27 employees.
Streamline the invoice process. I love Invoice Express! Nice, short and to-the-point survey...I actually have time to fill it out! Your Adoption Support staff are terrific!	I speak Spanish and work with a wide range of patients (e.g. developmentally delayed, traumatized, bipolar, ADHD, etc.). How do I connect with DSHS to see more patients? The ones I see are by word of mouth, but I have room to see others.	Individual more than one type of service provider.
	Pay more timely.	Agency counseling or psych evaluation provider; 18 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The foster parent dinners make me feel appreciated. Some caseworkers try very hard to return my calls, and get the paperwork done in a timely manner.	Some caseworkers do not return calls, don't get the paperwork done in a timely manner.	Individual foster care or relative care provider.
I have no direct contact with DSHS, other than to use Invoice Express - which works great!	N/A.	Individual counseling or psych evaluation provider.
I have always gotten quick responses to any questions I've had.	Nothing!	Individual foster care or relative care provider.
Totally depends on caseworker.	Pay more, and on time, and get rid of management! Their system is impossible.	Individual foster care or relative care provider.
Payments are prompt. Emergency items are taken care of.	Return calls - keep you informed, especially in a probable permanent placement. It can be tough to have your eyes opened to problems through your copy of an ISSP.	Individual foster care or relative care provider.
Foster parent training updates. Placement coordinator communicates well.	Return phone calls!	Individual foster care or relative care provider.
Call center makes it easier to find information without having to track down specific caseworkers.	Notification when someone is no longer receiving childcare and does not qualify more quickly.	Agency childcare or respite care provider; 22 employees.
Get me kids.	Answer calls in a timely manner. Come on time when they make an appointment!	Individual more than one type of service provider.
Kitsap County DSHS has always returned my phone calls promptly and tried hard to help. Lewis County DSHS never returns my calls or does so DAYS later.	I would appreciate being informed HONESTLY about plans that are being made for the children in my care by DSHS. I do not like to learn that a child is being moved from the child themselves.	Individual foster care or relative care provider.
	I am pleased.	Individual childcare or respite care provider.
Usually return calls, correct mistakes.	Increase my license for foster children.	Individual foster care or relative care provider.
	More contact.	Individual foster care or relative care provider.
Very responsive.		Agency foster care or relative care provider; 4 employees.
They are timely and efficient!		Individual adoption support provider.
They work to serve families.	Get authorizations to our agency before we are to begin or terminate visits or childcare.	Agency childcare or respite care provider; 100 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Answer phone messages at least every other day. Give more information about progress of children's cases.	Individual foster care or relative care provider.
Most seem to care about the kids.	Caseworkers call more often, return calls, give more information on child's case...such as permanent plan and how things are going.	Individual foster care or relative care provider.
Communicate when I call with questions.	Get paperwork back to centers faster, especially approvals and terminations.	Agency childcare or respite care provider; 15 employees.
When I call to request anything (including information) they respond right away.	Informed meetings; being non-threatening (they could learn from the nurses in "partners in care").	Individual childcare or respite care provider.
	Difficult to get through to someone on the phone.	Agency other care provider; 11 employees.
Very responsive. I love Invoice Express.		Agency adoption support provider; 10 employees.
Nothing.	Social workers should return calls in a timely manner, process foster care payments promptly. In the past year, my payments were late three times, resulting in me not getting paid until the following month.	Individual foster care or relative care provider.
Better (indecipherable comment).	Pay on time.	Individual childcare or respite care provider.
The childcare caseworkers return calls to us in a timely manner and are helpful in providing needed client information.	We would prefer that DSHS pay us our standard monthly rate per child, instead of paying us based on attendance.	Agency childcare or respite care provider; 200 employees.
Very nice staff! Great to work with, they make me feel good about what I am doing! Nice people.	Keep me more informed, more communication, call more often, let me know what's going on.	Individual foster care or relative care provider.
	Fax social service notices (approvals) same day spoke with on phone. Also, mail termination notices PRIOR to termination!	Agency childcare or respite care provider; 11 employees.
Phone contact to confirm approved care for new families enrolling in the center.	A direct line for childcare providers - less wait on the phone.	Agency childcare or respite care provider; 21 employees.
Great improvement in communicating information regarding services authorized (over the past two years).	Increase rates of reimbursement for services (I realize this is complex, but significantly impacts providers and families).	Agency childcare or respite care provider; 16 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Try to find out why some invoices aren't paid.	Put your mailing address or your city on the Social Services Authorization form.	Agency foster care or relative care provider; 140 employees.
I miss the personal service, when I spoke to someone who knew me and my clients.	I would like to have one or two people to speak with, so I could develop a rapport with them and develop confidence that the action they take will be correct and I don't need to check up on the action.	Agency childcare or respite care provider; 3 employees.
DSHS - especially Working Connections (handled by Ken Fung) did very well. He returned my calls, answers phone calls when he's around. He takes care of paperwork and concerns in a timely manner.	To CPS employees: Please return the call if I leave a message. I called twice but never got a call back about concerns over payment.	Individual childcare or respite care provider.
King County does very little at present.	Get services needed for child started faster; help to increase payment amount for very difficult child.	Individual foster care or relative care provider.
Made phone contacts, walked me through your payment system. Very courteous.		Individual childcare or respite care provider.
Answers questions I have; they get back to me the same day or early the next day.	I am not sure how the system is set up, because I have a problem when parent paperwork for reviews are not done timely.	Agency childcare or respite care provider; 20 employees.
All treated me well, except for one elderly caseworker we had for foster care...YUK!		Individual more than one type of service provider.
Jennifer Waddell has been great - picking up the phone and calling us. Gina Patterson is also good with her people skills.	Be honest - tell the WHOLE story, not just bits and pieces so that you find out more later on.	Individual foster care or relative care provider.
Debby Bond is a big help.	I am not a criminal. Don't grill people all the time.	Individual childcare or respite care provider.
Providers don't get help - we get criticized and talked down to.	Answer the phone and/or messages.	Individual childcare or respite care provider.
	Return calls as requested.	Agency childcare or respite care provider; 5 employees.
	Treat us as one of the team caring for the child and not be so vague about the case's progress. Confidentiality is understandable...vagueness defeats the common goal.	Individual more than one type of service provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Finds \$ for support. Christina Limpins is the best!	No problems!	Individual more than one type of service provider.
Not much.	Provide better information and communication.	Individual foster care or relative care provider.
Provides resources for the needs that arise.		Individual foster care or relative care provider.
Answers questions when called. Phone service is MUCH better.	Provide prompter service when it comes to approvals for families, and be more prompt on termination notices. Could be less turnaround.	Agency childcare or respite care provider; 26 employees.
Payment faster with Invoice Express...love it!	Provide authorizations by phone or fax initially. Be more timely with cancelled authorizations.	Agency childcare or respite care provider; 12 employees.
Schedule licensing times.		Agency childcare or respite care provider; 16 employees.
Very timely! Appreciate the phone system for billing very efficient. Decreases paperwork time! Why can't insurance billing be this simple?!	No suggestions at this point - keep up the good work.	Individual counseling or psych evaluation provider.
Pays me on time every month!	I have one check from you that I did not cash within the allotted time frame...is there any way to cash this? (respondent didn't indicate name, address or phone on the postcard...)	Individual childcare or respite care provider.
They have improved in listening.	Continue to improve on including foster parents in decisions.	Individual transportation provider.
Nothing. As a matter of fact, I wish they would get some people who don't treat providers rudely!	Get a better system to let providers know beforehand how many hours parents get, instead of letting children start and then change hours (and providers lose money). I have lost over \$2,000 this year because DSHS gets so personal with parents, instead of professional.	Individual childcare or respite care provider.
Francis Charger, current social worker, is very professional. Previous social workers were a disgrace to your profession.	Make grandparents/foster parents a "standing" participant.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Team case management meetings! Also, available by phone to monitor progress and problems (approximately 2 out of 3).	The case managers of clients being paid for by DSHS are more involved and helpful than case managers of clients being paid for by other means...returning phone calls is a must!	Individual counseling or psych evaluation provider.
Submit and process checks timely. Always answers, or finds out the answers to questions we have.	Would like to be better informed on termination process, and see it get started/finished sooner.	Individual transportation provider.
Answer phone when I call social worker - not let voice mail pick up.		Individual adoption support provider.
When able - to meet with staff and clients on service plans.	Lessen caseload for social workers so that there will be more time spent on resources and individual time with clients.	Agency other care provider; 20 employees.
At this time, I'm treated well - in the past, no. Correcting problems.	Tell the truth and stand behind foster and relative care providers. Help when we need it.	Individual more than one type of service provider.
Quick response; lots of support services.	Send invoices quicker - end of month is 31st, but invoice doesn't arrive until the 6th of the following month.	Individual foster care or relative care provider.
	Don't cut our pay when kids do better. We deserve better!	Individual foster care or relative care provider.
Payment system has been timely and without error for me.	I still feel overall lack of accountability of any ONE employee. When I have an issue it takes weeks to find the right person to speak to.	Individual foster care or relative care provider.
The inter-compact process was horrible - Kelso handled it poorly. They wanted to be helpful, but the process was unorganized and States didn't cooperate with each other.	Train better.	Individual foster care or relative care provider.
We really like the call center - it's so accessible!	Answers to our questions are not always consistent they change from one person to another. The pay for infants to toddlers is much too low!	Agency childcare or respite care provider; 50 employees.
Finally getting payments earlier.	Help with finding respite when needed, help with transportation in taking children to doctor/dentist appointments, activities. Provide yearly cost of living raise.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Jennifer Hammermister and Nicole Hernandez are great social workers and take care of everything I need.	Get rid of social workers who don't do their jobs.	Individual foster care or relative care provider.
	Document all forms of payment (EFTs) with all pertinent information (i.e. our invoice number, division, etc.). I usually cannot tell what we are being paid for until I do much needed research.	Agency more than one type of service provider; 50 employees.
	Return calls as requested.	Agency childcare or respite care provider; 5 employees.
Most of them try.	System and workers are too slow in getting paperwork done. Pay takes way too long.	Individual childcare or respite care provider;
Payment is on time.	Give each individual payment for their work (not make foster parents pay providers). Ensure all caseworkers have # to reach Olympia personnel when payments are messed up because of DSHS personnel (i.e., 2 months late in my payment).	Individual more than one type of service provider.
Gordon Merritt and Sue Scott (Ballard office) are the most efficient DSHS workers I deal with. They have even taken care of "messes" from other offices for me. They have my utmost respect and appreciation for all their hard work. They respond to my calls	I don't always have good results from other offices (other than the Ballard office) - other offices don't always return my calls.	Individual childcare or respite care provider.
DSHS has always taken the time to answer questions completely.	If a case gets closed, please call ASAP to the provider so the provider can charge them accordingly.	Agency childcare or respite care provider; 14 employees.
Homefinders and most (not all) caseworkers are very efficient and personable.	Respond to phone calls sooner, and be more accurate in their record keeping. In recent months you have tried to overpay me twice and once underpay me. Also, let me designate clothing coupons for second-hand stores!	Individual foster care or relative care provider.
	Adoption support should be more willing to assist the parent, especially one caseworker.	Individual adoption support provider.
They lie all the time.	Act in an honest, ethical manner.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Always helpful.		Agency more than one type of service provider; 8 employees.
Provide information regarding the families I serve.	When they decide to change the ISSP or direction with clients to keep providers totally informed.	Agency counseling or psych evaluation provider; 3 employees.
Provides quick payment.	Return phone calls so that I know my information has been received and which information I have sent.	Individual transportation provider.
Authorization process! Support in not authorizing at another childcare when co-pay is outstanding.		Agency childcare or respite care provider; 200 employees.
They try to get people to take their phone calls now, instead of having to leave messages and play phone tag.	Speed up financial processing of foster child payments to childcare providers.	Individual childcare or respite care provider.
Care with information regarding clients I work with - updates, etc.	They are most helpful and available.	Agency childcare or respite care provider; 7 employees.
They are helpful in assisting when (and if) they call you back.	To return phone messages, and to return them in a timely manner.	Agency childcare or respite care provider; 5 employees.
Caseworkers in Spokane have always tried to help with all problems.	Not send medical coupons after child has left.	Individual foster care or relative care provider.
Dedicated to clients - most stay in contact.	More money! Free up some regulations on funding.	Individual counseling or psych evaluation provider.
Completed referral packets.	Make payments in a timely fashion.	Agency family preservation services or home based services provider; 3 employees.
Provide day care services.	Meet with me as a foster parent when I ask for a meeting and not put me off.	Individual foster care or relative care provider.
When they go on vacations and go to meetings they have voice mail...that helps when you need to ask them something.	Keep you informed of what is happening in the case.	Individual foster care or relative care provider.
Look out for our foster son's best interests.	Direct deposit for services.	Individual foster care or relative care provider.
Helps when asked to provide backup care; need more resources for respite.	Answer messages promptly, provide e-mail address for office for better communication.	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Helene Johnson - she is only caseworker that calls back promptly, always very helpful and courteous.	Have client paperwork up to date! Also, be more supportive of the childcare centers that take care of their clients' children.	Agency childcare or respite care provider; 23 employees.
Always available to answer your questions.		Agency childcare or respite care provider; 35 employees.
Courtesy and respect - very much so!		Individual foster care or relative care provider.
Sorts out problems quickly. Answers my messages promptly.	Automatically increase school age children to full day services for summer vacation.	Individual childcare or respite care provider.
Whenever I call and have any questions, they always try to answer them.		Individual foster care or relative care provider.
Answer questions to the best of their knowledge, and try to get the answer if unknown.		Individual foster care or relative care provider.
They return my phone calls.		Agency childcare or respite care provider; 18 employees.
States what is needed clearly, in order to complete processing on bill.	Communicate with other State workers, pay your bills on time.	Agency foster care or relative care provider; 100 employees.
Payment of monthly fees going well.	Pay mileage in a timely fashion, return phone calls, keep us informed on our cases, have someone to call, and confirmation for visits.	Individual more than one type of service provider.
I am semi-retired from foster care.		Individual more than one type of service provider.
When I had a question they answered promptly.		Individual childcare or respite care provider.
I have had very good service, they communicate with me, and I have no major complaints.		Individual foster care or relative care provider.
Help us where it is needed, if we ask a question they answer it, if not, they find the answer and call us back.	Caseworkers need to call us back within 24 hours, not 2-3 days later.	Individual childcare or respite care provider.
The caseworkers I have been in contact with are not helpful whatsoever, but the person in charge of the financial aspect finally helped.	Call back, return calls, follow up - when they say they'll take care of it, they usually don't. Put the correct caseworkers' name on notices.	Agency childcare or respite care provider; 3 employees.
Answers our questions as best they can.		Individual adoption support provider.
	Respond in a timely manner to phone calls/messages, process my invoices/mileage without losing them first.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Patty Strang assists us promptly and courteously at all times. She answers questions, assists us with school needs, moral support, and Christmas for the children. Christmas would be very bleak without your help. Thank you!		Individual foster care or relative care provider.
Ability to phone in invoices - great!	Need more people to answer questions.	Individual more than one type of service provider.
	Return phone calls, be fair in issuing contracts!	Individual counseling or psych evaluation provider.
Always calls you back promptly; provides funds to help with extra needs.	Give a choice of treatment and where/when an individual is agreeable to go. Give a choice of where to get evaluations.	Individual other care provider.
The CPS office does not help like they should with the child we have.	They need to be there with us all the time.	Individual transportation provider.
The billing method by phone is FANTASTIC! Thank you for making it so easy and quick. You should be proud. I wish all insurance companies used it.	Let me know what/how other services for DSHS clients are available.	Individual counseling or psych evaluation provider.
Lynese Cramer (CPS) is a very conscientious worker. She is a pleasure to work with.	Treat us with respect. Before calling in a referral on foster parents they should talk to us.	Individual foster care or relative care provider.
Quick with payments.	We require a copy of SSPS to be faxed to us before we will allow parents to register for care with us. Award letters tell us nothing! A lot of DSHS workers refuse to fax us, making parents wait up to a week for confirmation to come in the mail.	Agency childcare or respite care provider; 40 employees.
Not much - some workers help more than others.	As in past, inform us more about child for care.	Individual more than one type of service provider.
The staff I am working with now have understanding and insight into the children I care for. This is the most important factor for me.	The caseworker is most important for me - their knowledge of the system and the children in their care needs to be fine-tuned. And listen to the foster parent, since they have them in their home 24 hours a day/7 days a week.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Correct rate and age errors in a timely manner.	Send paperwork to the provider in a timely manner, and not losing paperwork that causes the parent to lose care.	Agency childcare or respite care provider; 7 employees.
Respond - authorize childcare clients very quickly - very few mistakes. I appreciate that.	Referrals - tribal clients.	Agency childcare or respite care provider; 17 employees.
No personal contact to speak of.	Not be so picky about what color of ink is used on claims! I have claims sent back for stupid reasons - it's a waste of everyone's time.	Individual adoption support provider.
Current caseworker is very professional - (specific DSHS staff name) and (specific DSHS staff name) should be fired, because they are totally incompetent.	Foster parents/grandparents should have some case "standing."	Individual foster care or relative care provider.
	I have just begun this job, I haven't had much interaction with DSHS employees yet.	Agency foster care or relative care provider; 32 employees.
The majority of caseworkers return my calls and help get any "issues" settled. Excellent!	If the few caseworkers would return calls and follow through, be able to do payments on line, get follow-up from specific offices.	Agency childcare or respite care provider; 100 employees.
They provide in-home counseling for the children. If there's any problems, I call and they try to help me work out the problems.	I need more money for food. Oklahoma won't give me any food stamps, they say because of my income.	Individual foster care or relative care provider.
I'm 50 miles away from an office and have placement of my grandson and they'll work with me over the phone.	As of now, I have no complaints. I'm working through CPS and the caseworker is like a friend.	Individual transportation provider.
Prompt payment.	Figure out a method not to duplicate payment.	Agency transportation provider; 93 employees.
	Take foster parents' concern seriously - work for good of children over agenda of parents.	Individual foster care or relative care provider.
Have great caseworkers - they listen and take action!	Have a more efficient payment plan, hire more people of color.	Individual foster care or relative care provider.
Quick assistance with majority of workers I come in contact with.	Streamline paperwork.	Individual counseling or psych evaluation provider.
Payments are timely.	Answer phones much quicker.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Generally courteous, friendly, and willing to assist in scheduling appointments and sending appropriate supportive documentation and records.	Provide prompt processing of submitted bills for services, rather than taking 60-90 days to pay providers for services rendered.	Individual counseling or psych evaluation provider.
Most of the time they return my calls within a couple of days.	Get back to us the same day of the call.	Agency childcare or respite care provider; 16 employees.
If anything comes up, they either have a solution or they find one.	Return phone calls sooner.	Individual foster care or relative care provider.
Shelton office is horrible, incompetent, and they grossly lie. I have never had any problem anywhere else.	Not lie (Shelton office), pay what is owed (Shelton again), hire workers who advocate for children - not try to avoid children while climbing the ladder in the State for their self.	Individual transportation provider.
Payments are always on time. I have always received the services I requested for my child.	Take my concerns regarding my child's safety seriously. One social worker returns calls promptly, the other social worker rarely returns them at all.	Individual foster care or relative care provider.
They answer my questions, and if they don't know they find out.	Return calls better.	Individual foster care or relative care provider.
Personal contact, Invoice Express, and knowing caseworkers.	Take charge of my family childcare and give me a free day!	Individual childcare or respite care provider.
They treat us with respect most of the time.	They could make more than rushed calls, when they finally get to you that is. Then find some time to help you deal with some of the bizarre behavior of these kids.	Individual transportation provider.
The training workshops have been excellent! Love and Logic, Gary Benton, and Attachment Issues.	I often don't feel part of the team. I would like the social worker to visit my foster child more than once a year.	Individual transportation provider.
Talk.	Be there and call back ASAP.	Individual transportation provider.
Give me the information I need when I ask.	Return calls when a caseworker is called.	Individual transportation provider.
My licenser, Nancy Roswell, is a constant source of help and support.	Get subsidy checks out faster! May take a week, even using Invoice Express.	Agency childcare or respite care provider; 9 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Some DSHS representatives work with therapist, as a team. Good communication between parties, support concerns.	Send written background information on client at time of referral. Share any new information that may be affecting or will affect client or client's situation.	Individual counseling or psych evaluation provider.
When I lost a check they were very helpful.	No problems.	Agency childcare or respite care provider; 90 employees.
Staying in touch, returning phone calls.	Make CPS mandatory reporting easier and friendlier.	Individual counseling or psych evaluation provider.
Complete paperwork; secure assistance for problems.		Individual adoption support provider.
I have had help with everything that has come up: Financial, transportation, medical, etc.		Individual foster care or relative care provider.
Caseworker is very helpful; telephone invoicing.		Individual counseling or psych evaluation provider.
Can't think of anything.	Hear my concerns about children in my care and act on them for the child's good.	Individual foster care or relative care provider.
They include us in planning the future for the child.		Individual foster care or relative care provider.
The social worker I have worked with, Ina Carpenter, does a great job for the kids and appreciates foster parents like myself.		Individual transportation provider.
Return phone calls.	Pay in a timely manner. Invoice should be paid within 30 days.	Individual counseling or psych evaluation provider.
Great work.	Great work.	Individual foster care or relative care provider.
Getting people approval to start. But really hurts childcare centers when parents would lose their job; if we don't take and there's no back pay, which we used hourly wage people to care for children.	To let us know sooner when clients aren't covered due to not getting all paperwork in. Since back pay no longer sometimes a month goes by before we know coverage is no more.	Agency childcare or respite care provider; 16 employees.
Most of the workers are very helpful when I call in and any problems are generally cleared up in the first call.	This is a Head Start site, it would be helpful if the workers were a little more knowledgeable about the Head Start agreements.	Individual childcare or respite care provider.
I feel very supported in the work I do with families and I appreciate it very much.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Help get parents information quickly so we get authorization quickly.	Keep local day care people who know us and the families we work with.	Agency childcare or respite care provider; 16 employees.
They do the best they can do under all the bureaucratic paperwork and whatnot that they deal with.	Return calls faster, actually do something faster about problems foster children have that affect the family too, better support for foster families.	Individual foster care or relative care provider.
Calls back on the phone.	Clients lose and regain jobs and sometimes we need to recover lost funds! Back 2-3 months.	Agency childcare or respite care provider; 12 employees.
Treats me with respect.	Attention to details in paperwork.	Agency childcare or respite care provider; 7 employees.
Clear instructions when I call in for help!	Shorter phone waiting (answering)!	Individual childcare or respite care provider.
Adoption files are being processed quickly and accurately compared to 5 years ago.	I tried to get a foster care license for myself (to care for one child next month), and the process is lengthy with classes all full. Also, the review process on allegations against foster/adoptive parents is for too long a time.	Individual other care provider.
Courteous, helpful, our caseworker seemed to really care about us and our situation.	Do what's best for the child! Give me more information, make the processes easier, give more money for support, be more upfront about ambiguity - adoption support is arbitrary, basically depends on whether they are feeling generous that day or not. If someone doesn't like you, there is no other person you can talk to.	Individual more than one type of service provider.
Answers my questions, returns my calls, they put up with me! If I have any money questions, Bev is not only extremely helpful but goes above and beyond.	Get the children in permanent placement faster - too hard on children - need love, stability, trust - we do our best but its temporary - get kids placed! These children are awesome and deserve what is best for THEM, not the parents.	Individual foster care or relative care provider.
Can answer some questions.	Be consistent on policy.	Agency childcare or respite care provider; 26 employees.
Help find resources for help, help with respite, and frequent visits.	I have a model home and get wonderful support from my social workers and home finders. They are all very familiar with my program and very active in our care.	Agency foster care or relative care provider; 3 employees.
They take the time to check things out.	Nothing.	Individual counseling or psych evaluation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Adoption support caseworkers are helpful, especially Sheri Thaut in Everett. Phone payment system is convenient.	Some DSHS caseworkers are stubborn and vengeful towards foster and adoption families who disagree with them.	Individual more than one type of service provider.
They have a short chain of command, so it doesn't take long to get something done.	They could be more forthcoming with information about children coming into our homes.	Individual foster care or relative care provider.
When I talk to them they are very pleasant.	If they weren't so busy, maybe they'd do a better job of returning phone calls. I wish they had an on-call psychologist that you could talk to.	Individual foster care or relative care provider.
Mostly pays promptly.	Return calls promptly.	Individual childcare or respite care provider.
Answers calls in a timely fashion.	More referrals.	Individual counseling or psych evaluation provider.
Communication is good. Tania King is genuine.	Help with summer camp expenses this year, as I have experienced this support in the past.	Individual foster care or relative care provider.
Some workers don't do a very good job when I call. (Specific DSHS staff name) doesn't return my calls, and my payment is never on time.	Maybe do a better job making payments on time, because if I'm on time when somebody needs my services, like a provider. I do my job the best I can. I deserve better attention.	Individual childcare or respite care provider.
They treat me with courtesy and respect.	Nothing I can think of right now.	Agency childcare or respite care provider; 2 employees.
They try to put children in good licensed homes.	Communicate with other caseworkers better who have helped license the providers.	Individual childcare or respite care provider.
They answer all my questions.	They don't answer the phone when we know they are at their desk!	Individual foster care or relative care provider.
	Provide health records, check-in to see how the kids are doing, return phone calls/requests, keep us informed on progress of the case.	Individual foster care or relative care provider.
Generally answer questions helpfully.	Not have such a long wait for help. I liked it better when I could call an actual person for help.	Agency childcare or respite care provider; 35 employees.
	Faster invoice processing after we send the month's bill. Once we receive a month's invoice, payment is prompt - however, sometimes it takes 45-60 days to receive an invoice.	Individual counseling or psych evaluation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The social workers are very courteous and take the time to answer all my questions! I appreciate the voice message telling me how long I have to wait.		Agency childcare or respite care provider; 14 employees.
Keep in contact with us.	They do their job well.	Individual foster care or relative care provider.
DSHS has been very helpful in providing medical coupons and payment for foster children.	DSHS policies make it difficult to take advantage of my 5 weeks of vacation per year.	Individual childcare or respite care provider.
	Payments are often slow.	Individual counseling or psych evaluation provider.
Absolutely nothing!	The caseworkers could lose some of their arrogance and get some personality. Treat us like humans.	Individual more than one type of service provider.
	Improve payment system.	Individual family preservation services or home based services provider.
DSHS has improved the quality of the service a hundred-fold in the last 2 years.	Improve their education with their product.	Agency other care provider; 3 employees.
Jolene Fox and Betsy Paige are the caseworkers for our foster daughters. They are both wonderful and extremely helpful.	Have all caseworkers as caring and concerned for their clients as Betsy Paige and Jolene Fox (DSHS staff). We have workers for some of our other kids, and you know the staff are there just for the paycheck.	Individual childcare or respite care provider.
DSHS responds well and in a timely manner.	More collaboration and working together on hard to place kids. Also, they seem very overloaded on caseloads.	Agency other care provider; 28 employees.
The social workers are very kind to me and have shown respect for what I do.	The social workers could work on time constraints for returning phone calls in a timely manner.	Agency childcare or respite care provider; 8 employees.
Norma Nelson is wonderful, always returns calls promptly, open to new treatment options, follows through.	I just love the electronic funds transfer. Cuts down on any hassle. Give our vendor number to parents and case managers, so we can work with other families. (Provider Name/Phone Number on card)	Agency adoption support provider; 2 employees.
Childcare.	Inform of changes, do what's right for the kids and not the parents.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Our social worker, Teresa Espana, is wonderful.	Nothing.	Individual foster care or relative care provider.
Ongoing classes - usually good communication.	Authorize payments punctually.	Individual foster care or relative care provider.
Handle approval when requested.	Increase the amount allowed for psychologists (\$70 per session in a metropolitan area is significantly low).	Individual counseling or psych evaluation provider.
Very courteous, helpful.	As far as I'm concerned, my family and I are treated with kindness and I couldn't ask for any better.	Individual adoption support provider.
I'm sorry, but right now there is nothing they do well. The Columbia River CSO is chaotic.	Keep their alpha load the same - quit changing it. It's impossible to get any information or help! Nobody knows where clients are or if their childcare has been extended. Payments are then several months late.	Individual childcare or respite care provider.
Provide accounting information.		Agency other care provider; 20 employees.
So far, nothing, to answer any questions. But they do send a check right away.	Give me a phone number to call when I have a question. Idaho says ask Washington, and Washington says ask Idaho.	Individual foster care or relative care provider.
Return calls promptly; keeps me informed.		Individual transportation provider.
Quick response to my questions. New payment system - Invoice Express - works well and is VASTLY superior to old method.		Individual adoption support provider.
Always courteous.	Return calls in a more timely way.	Individual childcare or respite care provider.
Not much at this point.	Return phone calls!	Individual foster care or relative care provider.
	During foster parent training a list of important dates are given (for example: review hearing dates, and termination dates). During foster parent training these are expressed as legal dates that must be adhered to, but in reality they are not. Instead, DSHS moves much too slowly and cases are drawn out.	Individual foster care or relative care provider.
Make sure I get paid without delay or hassles.		Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The Clark County DCFS is the worst! If you ask any questions they consider you're trouble and they ignore you. A group of small minded people! They should be investigated.	They have a handful of foster homes they "warehouse" several children in and these homes don't give others any children for years, even though they renew your license.	Individual foster care or relative care provider.
Listen patiently, explain "legalese"	Condense forms to reduce paper use, provide on-line continuation of existing services to reduce paper use, postage and turn-around time.	Individual childcare or respite care provider.
Listen to my needs.	Return phone calls please.	Individual foster care or relative care provider.
The DCFS Olympia staff is always there to assist and help with any problems that may arise.		Individual transportation provider.
Everything!	Get back to foster parent on issues about the children.	Individual transportation provider.
Monthly stipend, health care, dental care, and transportation.		Individual transportation provider.
They listened, were understanding, and offered assistance that was needed.	They did a good job.	Individual counseling or psych evaluation provider.
The caseworkers that maintain a team vision for our work.	Consider us and themselves equally valuable members of a team.	Individual family preservation services or home based services provider.
Homefinders is great.		Individual foster care or relative care provider.
Usually, always provide vouchers for clothing. Give me credit for my knowledge on child care. Usually keeps me informed regarding progress of the case.	Be more honest about child's time in home - at least once I have been kept in the dark except for the noncommittal patent answer. Only one female social worker.	Individual foster care or relative care provider.
Stay out of it.	Communicate, involve foster parents in planning, do paperwork.	Individual foster care or relative care provider.
Most of the time they work well with making sure I have the services I need for the children.	Make sure I get the respite I need and special needs are met for children.	Individual foster care or relative care provider.
	Have certain people ONLY work on certain things, so they have experience in that field - no more crossing over.	Individual childcare or respite care provider.
Collaborate around the service to a particular family.	Occasionally respect our input because we often see the family more frequently.	Agency family preservation services or home based services provider; 11 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	(DSHS' account with us) was closed on April 16 due to lack of payment on two charges: the office in Toppenish lost the paperwork we sent them (including receipts) so they refused to pay the bill (a total of \$129.07). The account will be re-opened if this amount is paid.	Agency childcare or respite care provider; 75 employees.
	It would be great if our invoice number was put on the paperwork with the payments.	Agency other care provider; 50 employees.
Timely reimbursements for services.	An occasional call checking on progress of family members and foster child.	Individual transportation provider.
	Get a better telephone system - don't hang up on me because all lines are busy!	Agency other care provider; 50 employees.
Returns calls and e-mail.	More respite, keep us informed of changes, consider us when you make changes.	Individual foster care or relative care provider.
We have had really great DSHS caseworkers.	Calls back quickly would be nice every now and then.	Individual foster care or relative care provider.
Prompt response.		Individual childcare or respite care provider.
Some staff are very short and do not talk to you. They talk at you or treat you as if you're a nobody until they are pushed against a wall.	Caseworkers can return calls in a timely manner (within 2-3 working days). They should be able to tell us how to find help within or outside the agency.	Individual foster care or relative care provider.
Always return my calls	Let me know of any information on how we can better serve the families.	Agency other care provider; 5 employees.
Usually return phone calls, ask for opinion on a case, respect me - this depends on the caseworker though.	Make prompt payments, make correct payments the first time, offer resources for the child.	Individual childcare or respite care provider.
Being a new foster parent, all questions I have are answered (or will be).	So far everything's great! Keep those checks coming early.	Individual foster care or relative care provider.
	Timely answers to questions, follow-up on status of child, timely payment of respite.	Individual transportation provider.
	Payments could be made in a more timely manner for day care (this is from the Olympia/Tumwater office).	Individual transportation provider.
Not much.	Listen.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Caseworker returns calls, office staff is helpful.	Bellingham office needs better reception services. Not too friendly or efficient! Also, caseworkers should do casework - not billing! Lots of mistakes; it's not their job!	Individual counseling or psych evaluation provider.
	Compensate us for the work we do - if I'm successful in helping improve behavior, you dock my level of pay - even though I continue to put in hours of effort and costs out of pocket.	Individual foster care or relative care provider.
The DSHS workers we work with are personable, responsive, and understanding. I'm honored to work with people who go to work every day to face enormous obstacles and they care about their clients.	DSHS could pay on time. They could make their payment authorization less baroque. DSHS administrators could be more accessible. Some don't seem to have met a client for years.	Agency foster care or relative care provider; 22 employees.
Making sure the kids' visits with their parents go well. They're so helpful and kind with the kids. Answer phone calls.	They've been doing a great job. I'm sure their job is stressful. They do their best to keep up; need to answer phone calls.	Individual foster care or relative care provider.
While adopting our children, Tania King was excellent. She was very efficient and organized. She is great!		Individual adoption support provider.
Problem solve sometimes with payments.	Provide more information on what other agencies can access from the State; not place so many road blocks in the way of services.	Agency foster care or relative care provider; 13 employees.
Our son's caseworker is a GREAT problem solver!	More contact would be ideal; but I know our son's caseworker has a heavy caseload.	Individual adoption support provider.
Sheri Thaut is great - she ALWAYS has been kind, friendly, and easy to work with.	I would like an annual report of how much adoption support money we have used.	Individual adoption support provider.
DSHS has been extremely helpful in providing support to our family through adoption support.	DSHS have been very flexible. No further suggestions at this time.	Individual adoption support provider.
Flexible about solving childcare problems I have as guardian for grandchildren.	Explain process better (who issues W2, etc).	Individual foster care or relative care provider.
Jeane always kept us informed of what was going on.	Nothing.	Agency counseling or psych evaluation provider; 20 employees.
Nothing.	Be more respectful on the phone.	Agency childcare or respite care provider; 12 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They always are trying to help with move-in cases for my tenants. Always polite.	I have no complaints with any person that I have worked with.	Agency other care provider; 4 employees.
Some workers are great and others are the opposite. When complaints come in they should be addressed immediately.	Return phone calls and e-mails within 24-48 hours. Treat us better all around.	Individual foster care or relative care provider.
Call when paperwork is not in for payment or coverage will stop.		Agency childcare or respite care provider; 30 employees.
	Slow pay. I billed DSHS Feb 9, 2002 and received payment June 24, 2002.	Individual other care provider.
When you can reach them by phone, they will take the time to look up files and look into a problem.	Return phone calls, better filing system so they don't lose so much paperwork, answer the phone, check computer to be sure we are being paid correctly.	Individual childcare or respite care provider.
(Client didn't answer Q1...notes: "It's not so much 'half the time' as some workers who are consistently courteous and respectful, others consistently not).	Be honest, keep communication clear and timely, understand that clients will try to "divide and conquer", keep our alliance clean, ASK when a client says something negative, keep billing up to date, keep required paperwork to a minimum.	Individual counseling or psych evaluation provider.
Keep me informed of changes in cases. Keep me informed of their needs.	Nothing, we work very well together.	Individual family preservation services or home based services provider.
Jackie Davis in the West Seattle office is the best WCCC staff you have!	Receptionist needs to speak English and know who's in the building, stop changing WCCC case managers, stop changing phone numbers, hire and keep in WCCC the same people, send out termination notices before the termination date.	Agency childcare or respite care provider; 19 employees.
Mostly good with getting what the kids need.	Increase payments.	Individual foster care or relative care provider.
Our caseworker is Nancy Allen. Nancy makes our dealings with DSHS a pleasure.	Take all your caseworkers, make them go to many classes on how to treat EVERYONE (including kids) with respect (like Nancy Allen does).	Individual foster care or relative care provider.
They answer all my questions.		Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very informative, understanding, polite.		Individual foster care or relative care provider.
Very cooperative and finds solutions to everyone's satisfaction quickly.		Individual foster care or relative care provider.
Returns calls, is respectful, and informative.	Return calls, be respectful, be informative.	Agency counseling or psych evaluation provider; 2 employees.
When I call the 800# , the staff are always friendly and very helpful.	Sometimes I've had to wait as long as 20 minutes when I call - I don't know what can be done.	Agency childcare or respite care provider; 150 employees.
Keep appointments.	Quit playing you back and forth like you're stupid and you won't catch on! Just makes you want to quit!	Individual more than one type of service provider.
I am more likely to receive e-mails from the worker than a phone call. I can always count on my e-mails being returned; not always phone calls. Caseworker always helpful with tracking down my mileage reimbursement.	Better communication! Give foster children more say in what is happening in their cases. Treat concerns of foster parents as real concerns, instead of just easily dismissing it as petty or trivial because the workers don't see it that way, or it doesn't fit their plans for the case.	Individual foster care or relative care provider.
Depends on the caseworker and the department.	Care about how the foster parent feels about how the children are going to be affected with their decisions.	Individual more than one type of service provider.
Nothing that I can see. In my case they work with agency.	Work with Indian agencies to insure that foster parents get their payments on time (1st of each month - not end of month).	Individual transportation provider.
Helpful, resourceful.	Easier to get ahold of.	Individual more than one type of service provider.
Case collaboration.	Process payment approval easier at the caseworker level. It often takes weeks/months to get approval for funding.	Individual counseling or psych evaluation provider.
It's so helpful to be able to talk with the same person for a case each time; some of our cases are unique!	Let us know what co-pays are right away so we're aware (upon accepting the client).	Agency childcare or respite care provider; 11 employees.
They answer my questions and are always courteous on the phone.		Agency childcare or respite care provider; 6 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
MOST workers are now timely with payments, coupons, and returning phone calls. Answer requests as soon as they are able.	Fix the few who aren't timely - they tend to be very slow with it all.	Individual foster care or relative care provider.
Communicate in a timely manner; empathize; are direct.	Get things done in a timely manner.	Individual foster care or relative care provider.
When they actually send materials that I have requested.	More flexible class hours.	Individual foster care or relative care provider.
Keeps me updated on childcare.		Individual family preservation services or home based services provider.
Working hard to keep up with authorization approvals.	Get back to us quicker.	Agency childcare or respite care provider; 22 employees.
We think the call center is working quite well... although we wait on hold quite a while.	You MUST notify before stopping coverage.	Individual childcare or respite care provider.
I have no problems.		Individual transportation provider.
Help with transportation, schedule visits that fit my time as well as the client's.	Get children settled permanently sooner.	Individual transportation provider.
I got appointments and return calls promptly.		Individual foster care or relative care provider.
Very easy to work out payment procedure.	Doing a great job!	Agency foster care or relative care provider; 7 employees.
Return calls.		Individual counseling or psych evaluation provider.
Answers all questions in a timely manner, and payments are prompt and accurate.		Individual childcare or respite care provider.
	Tell me that they can't look up clients by their name, act irritated when I don't have client ID# or social security #.	Agency other care provider; 250 employees.
Checks are sent in a timely manner.		Agency childcare or respite care provider; 23 employees.
Yes - even yesterday I sent an e-mail and got a prompt reply.		Agency other care provider; 59 employees.
Clerical staff are great. Connie Lambert Eckel (with contracts) is outstanding in help and support.		Individual counseling or psych evaluation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Knowledgeable staff, prompt payment, prompt purchase orders.		Individual more than one type of service provider.
Stay in contact.		Individual counseling or psych evaluation provider.
	Return calls in a timely manner, and let me know what is happening with the child's case.	Individual foster care or relative care provider.
	Finding programs for teens living with a single foster parent.	Individual childcare or respite care provider.
	Supply information/correspondence that is more reader friendly.	Individual childcare or respite care provider.
	Let us know sooner of terminations.	Agency childcare or respite care provider; 12 employees.
DSHS paid for childcare when requested.	Return phone calls, use foster parents as members of the advocacy team instead of mere baby-sitters.	Individual foster care or relative care provider.
	They could sometimes be more truthful about the kids that come into our home and give us more information about them.	Individual foster care or relative care provider.
Some caseworkers enjoy their job and want to help others. Others are frustrated and don't seem to care.	Respond faster to requests. Answer their phones - you always have to leave a message and don't know when (or if) they will call you back.	Agency childcare or respite care provider; 26 employees.
	Answer our phone calls, get our respite turned in the same day we call it in (sometimes we have to wait two months for pay).	Individual childcare or respite care provider.
Paperwork, courtesy, personal skills, CASA workers.	Follow-up, train new employees.	Individual foster care or relative care provider.
Certain individuals in the department are efficient and personable. For example: adoption support, my licensor, adoption social worker.	Operate in a timely manner, see things from the child's perspective, be polite. pay respite, be available by phone.	Individual foster care or relative care provider.
I don't usually have troubles.	Maybe in-home assistance to help with stuff a few hours a week (i.e. driving appt.).	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS staff trust our judgment as professionals to authorize the services we recommend.	Many of our consumers have Spanish names, but do not read or speak Spanish. DSHS will mail all literature in Spanish and it takes an act of Congress to get it back into English.	Agency counseling or psych evaluation provider; 3 employees.
Provides me a good caseworker to help us with our children.	Some of the caseworkers do not follow-up properly and let us know what is going on with our children's future.	Individual foster care or relative care provider.
Try their best to answer question, even if they are not sure.	The social worker could give more information on what type of routines work with a child before that child arrives.	Individual foster care or relative care provider.
When the social worker needs something, that person becomes very good (returns calls, submits payments, etc.). But when you are not needed, it is like pulling teeth to get paid or a return phone call!	Return phone calls promptly within 48 hours, submit payment in a timely manner within 30 days, provide foster or adoptive parent with current status on their child (court, family, etc.). I've been waiting two months for payment.	Individual transportation provider.
Our adoption worker Bethany Thorpe was quick to do her job, return phone calls and was wonderful to work with.	We've seen a big waste of our tax dollars in the system. We think their mission statement should be to help the children; not repair every family by giving them their services that they continually abuse, and taking too much time to get kids out of the system is ridiculous.	Individual adoption support provider.
Place kids - we always have 6, which is fine except for respite care.	Make sure we (as foster parents) can take respite care, and it would be nice if it wouldn't take 3 months to get it.	Individual foster care or relative care provider.
The staff has tried very hard to assist us each time there has been a concern.		Individual other care provider.
CWS is not as respectful as the CPS unit. Keep all the providers informed of what is happening.	Provide consistent and stable services from the CPS unit to CWS. Most of the time CWS will change the provider and services once it comes to CWS. This is not good for the family most of the time.	Individual family preservation services or home based services provider.
Always returns calls and not a long wait to see worker.	Never had a problem.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
This varies so drastically. It's not consistent at all. But, the support group I got through Foster Parent Scope was priceless.	Have better trained "social" workers. Provide follow-through on respite and transportation.	Individual foster care or relative care provider.
Keep the provider in their information loop most of the time. Good care and concern for clients.	Return phone calls more promptly, particularly to clients.	Individual family preservation services or home based services provider.
My current caseworker (I'm a foster parent) is Bergith Kayyali, Seattle Native American Unit - she's wonderful! And so is her Supervisor, Edie.	Give caseworkers less of a caseload to do a better job.	Individual childcare or respite care provider.
Helping to troubleshoot later payments.	Work harder on separating between our store and the Union Gap store.	Agency more than one type of service provider; 50 employees.
Responsive to urgent matters.	Respectful of families, consistent returning phone calls. FPS payment very good, psychiatrists very poor.	Individual family preservation services or home based services provider.
Billing - some staff go the extra mile to problem solve (those who listen to our special situations and authorize correctly). How can we send kudos to the Supervisors of those who excel?	Listen to what I ask for and implement what we decide, immediately notify me when a client is terminated, make good notes in the TAS system for the next person; train people to look at all the notes when they are problem solving, call back when they say they will, do research.	Individual childcare or respite care provider.
DSHS staff (the child protective services team) takes our input seriously when it comes to the safety of our children we serve.	DSHS caseworkers could be more respectful towards our families and use more positive motivational techniques with families. Our DSHS caseworkers are very punitive.	Agency childcare or respite care provider; 22 employees.
Licensing staff are dependable and thorough. Training classes (foster parent, Scope, targeted training) were enjoyable and educational.	Not take a foster/adopt little girl of 10 years old who HAD to be with us for 2 1/2 years and tell her and us she has to be reunited with her abusive half-sister. Not rip our family apart. Allow us to adopt the 10 year old who has been living with us since she was 7 years old. Not treat us like 2nd class citizens because we're not Native American. Our treatment by DSHS King County Native American Unit is the reason we will NEVER foster another child.	Individual foster care or relative care provider.
Caseworkers are usually prompt in returning phone calls.	Provide better-trained staff on the night hotline, provide training in the evening for working people.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
When I was setting up this for my grandkids they were wonderful. So helpful. Showing me how the system worked.	Better customer service. This is not their personal money and not everyone is out to rip off the system. And maybe things could be changed to TANF - wouldn't have to register so often.	Individual more than one type of service provider.
We used to receive prompt service, excellent call return, and accurate answers, but now we have a new caseworker.	Call us back!	Agency childcare or respite care provider; 12 employees.
Maintain regular contact by phone or e-mail; consistently provides copies of relevant evaluations.	If they are aware of training appropriate to the needs of families and kids, I would appreciate hearing about it. Occasionally, decisions are made on behalf of the clients I see without first discussing these with me. Usually the decisions are okay, sometimes not. In my opinion, it does help if I know what's going on with my clients firsthand.	Individual counseling or psych evaluation provider.
Some caseworkers return phone calls.	Listen! We live with these kids 24/7 and no one in the agency is interested in our opinion when it comes to what's going on with the child. It is VERY frustrating.	Individual foster care or relative care provider.
Caseworkers are rude.	Be more courteous to families and day care workers.	Individual childcare or respite care provider.
	Don't talk down to me, keep me informed, give me at least 24 hours notice for home visits (same day is the norm)...don't just show up at my home without calling, return phone calls.	Individual more than one type of service provider.
Usually very responsive to all our phone calls.	Better communication on changes to contracts, such as rate changes on reimbursement.	Agency foster care or relative care provider; 126 employees.
Awesome about getting me my money.	Lighten the social workers caseload so the social workers can give more attention to each case.	Individual transportation provider.
Most everything is great.	Share more information when children are placed - some caseworkers do not, others are very good about it.	Individual foster care or relative care provider.
E-mail to caseworkers is great!	Offer respite that would not be a total hassle to arrange.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I have not seen anything that DSHS has done well.	Return phone calls, be accountable and truthful, hire workers that want to do more than collect a paycheck.	Individual foster care or relative care provider.
So far special services have been great (therapy and tree house requests).	We would like to adopt - we want permanency planning, yet the placement people focus on short term arrangements - HELP!	Individual foster care or relative care provider.
90% of the time, everything goes great. 10% of the time, cryptic notes on computers and a different worker every time makes things hard.	Better communication in agency to eliminate redundancy of papers sent out. Prevent more mistakes that take a lot of time to fix.	Agency childcare or respite care provider; 13 employees.
I think DSHS has a sincere and heartfelt desire to help foster kids. I've been very impressed by how willing and helpful people have been.	Hire more caseworkers to reduce each workers caseload! Our caseworker is overworked, and sometimes takes awhile to respond to nonurgent needs and questions.	Individual other care provider.
Shared by many colleagues - I am a respected Senior Clinician and I refuse to work with DSHS because of TERRIBLE treatment.	Folks, if you are serious about this, how about soliciting detailed information? This survey is totally an inadequate vehicle for my bitter experience.	Individual counseling or psych evaluation provider.
	Act more like you're there to serve us, not that we're a hindrance.	Individual foster care or relative care provider.
Cooperative, informative.		Individual transportation provider.
	To communicate, quit treating us like a glorified baby-sitter.	Individual childcare or respite care provider.
Billing.	DSHS staff often gets split or polarized by client against provider. Also, do not give constant feedback.	Individual counseling or psych evaluation provider.
Returning calls.	Attend family team meetings.	Individual foster care or relative care provider.
	Pay on time, not more than 2 months after service is complete.	Individual more than one type of service provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Certain people are efficient. Others are woefully inadequate.	(Wrote an extensive letter that talks of use of computers replacing face-to-face contact and that their use could be more productive. Suggests a form of accountability that notes who has looked at certain computer files, and which requires them to enter information relating to what was talked of, promised, etc. Letter is attached to the survey instrument.)	Agency childcare or respite care provider; 20 employees.
Classes and appreciation days were great.	I tried to get on direct deposit five times and they kept sending my application back to me with the same thing checked. I wrote multiple notes, and asked them to call me so I could talk to a "person" - never happened. I finally figured out (took several months and multiple phone calls on my part) someone at DSHS had inputted my husband's SS# where mine should have been. I still don't have direct deposit, but it should be coming soon.	Individual foster care or relative care provider.
Sometimes paying my baby-sitter too late all the time. I work outside my home, I need baby-sitter.	Give me all the information about the child before coming to my home.	Individual foster care or relative care provider.
Tries to keep the teamwork concept alive and well.	More team trainings between foster parents and social workers would help. A standardized respite plan with funding. Return after-hour intake to local areas - do NOT implement this plan! We will turn into California...talk to foster parents there!	Individual foster care or relative care provider.
Some do listen and talk with you for child's best interest. Only very few send payment on time.	Listen. Work for child's best interest, not play "I am in control" games. Also, don't take 3 months for transport payments.	Individual transportation provider.
We do have some wonderful caseworkers that take the time to listen to us and we feel they do care.	Take into consideration what foster parents have to say. Respect us.	Individual foster care or relative care provider.
Transportation is taken care of when needed.	Sometimes (often) phone calls aren't returned and it takes a long time to be reimbursed for expenses.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Better about sending terminations than acceptances.	Phone numbers are consistently printed incorrectly on the notices. Also, phone calls are not returned in a timely manner, if at all.	Agency childcare or respite care provider; 30 employees.
Caseworkers need more support from supervisors and area managers.	Foster families feel misled. Need honest and complete information on kids. Many children in foster care need specialized therapy, therapeutic respite, case aides. Foster parents need more support.	Individual counseling or psych evaluation provider.
They are responsive, caring, and professional.	Update voice mail messages, keep track of details - letters sent timely, payments made. Have one person in the office who can handle payment issues, rather than each caseworker.	Individual counseling or psych evaluation provider.
Help me understand how to negotiate bureaucratic maze for clients.	I have mostly worked with Adoption Support and they have been great!	Individual more than one type of service provider.
Call me with information once known. Care about the kids first.	Stay on top of legal happenings on behalf of kids better, appeal dates, hearings, information on decisions.	Individual childcare or respite care provider.
CPS worked well with us, but the welfare department was very rude here in Wenatchee.	Be more understanding and courteous.	Individual foster care or relative care provider.
Listen to adoptive parents' needs.		Agency counseling or psych evaluation provider; 2 employees.
Nothing.	Take complaints about their employees seriously, have an independent complaint reviewer. Your employees are sneaky, dishonest, and devious.	Individual childcare or respite care provider.
Help with funding, counseling, and supervision.	Transfer the case to the area we live in.	Individual foster care or relative care provider.
Being able to contact by phone is good. Payment prior to the 10th of the month is good.	Pay market rate. A separate telephone number for providers...there's a long wait, and then when answered the DSHS person wasn't qualified for childcare so I went back to the back of the line again. When family makes a mistake, OR worker does - I should not be the one to suffer the loss or even late payment. It has been the workers who have cost me the most losses!	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Resource for information and advice; very friendly and caring staff. Always trying to find ways to introduce adoptive grandparents, so we can support each other.	Probably a lot, providing the funding and staff should be increased. I think the individuals I have met have done an excellent job given the paperwork and regulations they must confront.	Individual adoption support provider.
Doing the claims by phone is very easy, fast and efficient.		Agency childcare or respite care provider; 10 employees.
Answer the phone.	Automatic deposit comes in after people receiving checks already have their checks in the mail (usually 1-2 days later). It would benefit the provider if the deposit could go in before people receive their checks by mail!	Individual adoption support provider.
Mail payments in a more timely fashion (respite).	More assistance to elderly foster parents dealing with therapeutic children.	Individual transportation provider.
Answers questions timely and completely.	Send copies of court hearings about child in my care.	Individual foster care or relative care provider.
Our CPS caseworker is friendly and always gets back to me quickly. Supportive and always willing to get me anything that the twins need.	I have no complaints.	Individual foster care or relative care provider.
Noticed an improved relationship with DSHS providers and workers in the last year.	Better response to phone messages.	Agency childcare or respite care provider; 18 employees.
Most of the caseworkers are very supportive and helpful to meet the needs of the children.	A couple workers I've worked with have not been consistent, which gives leverage to a teen, which they shouldn't be allowed and it causes frustration for us. Several workers need social skills.	Individual transportation provider.
Respectful most of the time, return calls in a timely manner, discuss situations with regards to the children in care.	Clothing vouchers when needed. Have respect and be supportive of foster parents, when biological parents make false accusations toward the foster parent.	Individual foster care or relative care provider.
Provide me with a wonderful caseworker - Larry David!	I feel I have been fairly dealt with.	Individual foster care or relative care provider.
	Realize I am a person. Realize the expectations of DSHS often cost money, which needs to be reimbursed.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Social workers return calls, answer questions, and work with as opposed to against.	Clearer instructions regarding billing.	Individual more than one type of service provider.
Beth Dorsey (S.W.) has been great.	More information on child.	Individual foster care or relative care provider.
	More information on child, timely payment.	Individual foster care or relative care provider.
I usually always get my questions answered once I talk to someone.	Be a little more flexible to providers when clients do not keep us up to date and owe money because of No Coverage - let providers claim, and then DSHS can ding the client next time they use them.	Agency childcare or respite care provider; 10 employees.
Always listen, and try to help resolve issues together. They partner and are on the children's agenda!	Provide a driver from time to time.	Individual transportation provider.
The social worker has been helpful	Need information on child when we receive them.	Individual foster care or relative care provider.
Caseworker and licenser return calls promptly.	No complaints at this time.	Individual foster care or relative care provider.
I can honestly say they have treated me with a lot more services and I have appreciated that, immensely. Thank you!	Ongoing local classes (more variety) working with the local professionals. Thanks.	Individual foster care or relative care provider.
Most contacts with social worker are very positive.	Let clients know how much time they will be here.	Agency counseling or psych evaluation provider; 8 employees.
They lied to us, to the court, and to our grandkids.	Get our grandkids back. Tell the truth.	Individual foster care or relative care provider.
They probably do the best they can with so many children to look after. Sometimes it takes a little time for the caseworker and foster parent to understand each other.	To listen a little more to what we have to say, as we are with the child 24 hours a day. The children are with you 24 hours a day, and you should have a caseworker that will listen to your opinion at least some times.	Individual more than one type of service provider.
The seminars available on the foster parent website (run by DSHS) are fantastic! The trainings brought to Lewis County have also been good.	I am not treated with respect by the caseworker. My observations and recommendations are ignored.	Individual transportation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Adoption support seems to be working hard on behalf of children and families.	Foster care system is a disaster. Keeps moving kids and damaging them further. Needs to have better understanding of attachment issues.	Individual adoption support provider.
In the 11 1/2 years since adopting our 2 children, every request requires an exception to policy letter. Talking to supervisors and begging for \$'s for medical and psychological care for our children.	Have more compassion for us, know all of the services available, how to access services. Truly, case managers know their job better.	Individual transportation provider.
When I can get a person caseworker to hear me out on accounts before calling center. Call center is the best - they work with you well.	CPS caseworkers don't work with you at all. When will CPS casework be add or just case's?	Individual other care provider.
DSHS has done the best it could to help me. Thank you. (translated from Spanish)	Hispanic children count on DSHS. Give them opportunities in my community. We are here, we are many. (translated from Spanish)	Individual foster care or relative care provider.
They attend to my needs immediately with knowledge and information. They also address my changes in a timely manner - thank you!		Individual adoption support provider.
	Call center wait should be shortened to 5 minute wait instead of 21 minutes. Also, offer transportation fee reimbursement or a low activity fee to include transportation for children to and from school.	Agency childcare or respite care provider; 3 employees.
	Return phone calls!	Individual foster care or relative care provider.
Always there for me if I have a question or need help.	I can't think of anything.	Individual foster care or relative care provider.
Have always been there supporting me and my foster children.	Can't think of anything.	Individual transportation provider.
It has a few workers who are respectful and professional and able to appropriately communicate.	Stop fighting, lying and manipulating among themselves, us and the community, so that we can trust and work together as professionals.	Individual foster care or relative care provider.
The social worker's assistant is very helpful and does what she says.	The social worker could return phone calls.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Out of four social workers we deal with, only one actually does her job.	Return phone calls, process payments more timely, help foster parents with summer activities for kids.	Individual foster care or relative care provider.
Most of the staff is caring and responsive, but they are overworked and carry too many cases. Kids in care nowadays have SO many problems.	They need to provide much better emergency response for out of control children - it would be a lot cheaper than purchasing private wrap-around services for these kids. They also need a better respite system.	Individual more than one type of service provider.
My licenser (Carmen Cabrera) has always been great. I've had good caseworkers and horrible ones.	Return phone calls promptly, always get paperwork filled out on time, do what's best for the CHILDREN!	Individual foster care or relative care provider.
Take time to know or understand the situation to have good communication. Follow-up and know when to let go.	Be more open minded, be able to stretch rules for help to encompass unusual situations.	Individual adoption support provider.
My social worker ALWAYS checks in to see how we are and she ALWAYS returns my calls.	Keep us informed! Foster parents are the last to know of changes. Give kids transition time! We are supposed to heal, not hurt.	Individual foster care or relative care provider.
Return my phone calls, send forms when needed, make prompt subsidy payments.	Communicate to subsidy families their obligation to be a responsible day care parent.	Individual childcare or respite care provider.
Getting past phone system - the caseworkers have been helpful.	Better fee schedule.	Individual counseling or psych evaluation provider.
Provide the support that we need. Help problem solve and connect with those who can help.	I've been very satisfied.	Individual adoption support provider.
Listen.	Reduce their loads, more home visits, and phone call return's.	Individual foster care or relative care provider.
Gave us some good options when we were at our wits end with our adopted foster child.		Individual adoption support provider.
Responds to e-mails. Provides services well, including respite, but with the exception of psychiatric/mental health services for kids.	Answer telephones (less voice mail), provide better weekend service, schedule more training AND communicate those opportunities, help foster parents with mentoring and support by facilitating networking opportunities. Make realistic rules based on family life and what's sensible, instead of knee-jerk rules because 1 child once, somewhere, had an accident that's unlikely to occur again, ever anywhere.	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Return phone calls.	Reminder of when court dates are for dependency hearing for foster child.	Individual foster care or relative care provider.
Give support. Help find respite.	Respite pay takes a long time to get (most of the time OVER several months). Could it not be mailed directly to the respite caregiver?	Individual foster care or relative care provider.
They support my needs and my family needs. They are very respectful to me and help me with the foster kids placed in my home.	Respite is hard to get and very hard to get paid for it. I did respite once (2/1/02), and was paid in May for it. It would help a lot if it could be paid straight to you from DSHS and right away.	Individual foster care or relative care provider.
Support and answer questions.	Raise the limits on medical payments so we can get the best possible doctors.	Individual foster care or relative care provider.
Set me up with the right help.	Nothing at this time.	Individual childcare or respite care provider.
Understand kids that you place in our home. You would not take them.		Individual foster care or relative care provider.
	Return calls.	Individual unknown provider type.
Our social worker shows a sincere interest in our entire family, and in helping our children.		Individual transportation provider.
Some caseworker will return my calls.	Return calls all the time.	Individual transportation provider.
They talk to me like I'm a professional, and appear to respect and value my opinions.	Return my calls in a timely manner.	Individual foster care or relative care provider.
They have been very helpful the majority of the time.	Occasionally, you'll have a worker that doesn't return calls. Now, when that happens, I go to the next person higher up. It's been years since I've had to do that.	Individual foster care or relative care provider.
They were helpful with the adoption process.	Caseworkers should not provide dual roles: 1) terminations, and 2) reuniting child with biological family up to actual termination. Classic conflict of interest, especially for the child.	Individual adoption support provider.
Returns calls timely, answers questions when asked		Individual foster care or relative care provider.
For the most part - yes.		Individual foster care or relative care provider.
Prompt call backs.		Individual transportation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Program Mgmt (Susan Hannibal) is excellent, professional, helpful, caring, and efficient.	PLEASE do not become another O.C.V.A.!!	Agency more than one type of service provider; 11 employees.
Being a new foster parent, they are always willing and patient in answering my questions and providing the resources I need to succeed.	It would be nice if we could have a history on the children and biological parents sooner, but I understand that they do get the information to you as soon as possible.	Individual transportation provider.
Not much at all with child's need for mental health.	Better mental health services and referrals, also a better respite payment plan.	Individual more than one type of service provider.
My licensor is always ready to answer questions and help direct me any way he can.	Payments need to be made in a timely manner and caseworkers need to treat foster parents with more respect.	Individual foster care or relative care provider.
Prompt, polite service.		Individual adoption support provider.
When I call I get a response within 24 hours.	Be more prompt in paying respite. I think we shouldn't call 20 or more times to remind it to be called in. This happens too often.	Individual foster care or relative care provider.
	Answer/return phone calls.	Agency childcare or respite care provider; 5 employees.
	Get information to us quicker now that we are on a 30 day time schedule.	Agency childcare or respite care provider; 8 employees.
	I have PAGES of documentation. If you're interested contact me. (Client name, phone number, & e-mail address on card).	Individual transportation provider.
Depends on the caseworker. Some are very supportive and (some are not) professional, and caring, and answer calls.	Pay us on time, not withhold invoices, be available more often during crisis.	Individual more than one type of service provider.
	Replace (specific DSHS staff name). She is unprofessional, unpredictable, and unsociable. Train the staff in human relation skills.	Individual unknown provider type.
Returns calls in a timely manner; willing to listen to input from me most of the time.	Make sure everyone on the treatment team is on the same page and knows of changes when they happen.	Individual childcare or respite care provider.
Those that are helpful, return calls, are honest about the case, process paperwork in a timely manner, care about the kids.	Those that aren't helpful don't do the above and generally have an attitude that foster parents are demanding and treat us accordingly.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very prompt and in depth specifics related to foster mom and foster child regarding court appearances, found helpful!	Return phone calls more promptly. Sometimes calls are returned several days later and on 2 occasions never!!	Individual transportation provider.
Sometimes I need to process paperwork quickly, and when I call on behalf of a parent that urgently needs childcare, DSHS staff has been very helpful helping me.	It is often hard to get to a live person when I call with questions, etc. - that's about all.	Individual childcare or respite care provider.
Couldn't tell you. The only time I deal with them is when they have missed an authorization deadline or haven't called back with an answer after I asked question.	Stop acting like my employer/boss and start acting like a team member/leader.	Individual foster care or relative care provider.
Can't think of anything.	Be honest about what's going on. Example: let me know what's going to take place with the children following any court hearing.	Individual foster care or relative care provider.
Return calls, refer to someone to help.	Put more concern with the children's rights.	Individual foster care or relative care provider.
That depends on who your child's caseworker is - sometimes nothing and sometimes same stuff.	1) Provide more classes to take on behaviors from abused children. 2) Pay more for foster children. 3) Multiple others, but no room to list.	Individual foster care or relative care provider.
Most often provides the service a foster child needs when they need it.	Explaining a procedure or rule fully if there is a problem.	Individual foster care or relative care provider.
Returns phone calls - especially our social worker, Larry Cnimet.		Individual foster care or relative care provider.
Friendly, courteous assistance whenever I need, or have information regarding children, or invoice information.	I would love to get a letter or information from caseworkers when I enroll a new day care child - about the new caseworker - for a better relationship.	Individual childcare or respite care provider.
Contact for continuity of services - coordination of TX [treatment] Plans.		Individual adoption support provider.
Phone calls are usually returned. Most social workers seem to really care about kids.	Get ORGANIZED and EDUCATED! I have dealt with so much paperwork lost in the system and so many social workers who aren't sure how to answer my questions, it's ridiculous. The children end up suffering.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
When I need a child moved to another home, they don't question me as to why or judge me.	Help transport children more often.	Individual foster care or relative care provider.
Most of the caseworkers respond to our calls very promptly.	We need to have an authorization before the child can start. If they could fix us an award letter, it would speed things up.	Agency more than one type of service provider; 17 employees.
The unit clerks are a great help.	More competent front desk to answer simple questions, so we don't have to bother the unit clerks and sw's [social workers].	Agency foster care or relative care provider; 14 employees.
Steve Cherkinskis (with Omak CFS) is outstanding with regular communication and follow through. You are so lucky to have him, and so are we.		Individual foster care or relative care provider.
Adoption support - Although fee is way below community standard.	Make contract renewal and therapy approval more streamlined.	Individual counseling or psych evaluation provider.
Provide information on a timely basis, usually.	Provide feedback on evaluations once finished and submitted - very rarely get feedback on psychiatric evaluations.	Individual counseling or psych evaluation provider.
They always try to answer any questions that I may have for them.	Make sure provider gets paid on time for the service they provide.	Individual foster care or relative care provider.
Excellent adoption support program - Lois.	Not discriminate on foster care placement because we are from a private agency and DSHS doesn't want to pay the placement fees - so no placements.	Individual more than one type of service provider.
Invoice express.	Let you talk to a real human once in a while (just when you need one)! Also, if regular invoice you shouldn't have to call in every month - should be sent until caseworker stops payments.	Individual adoption support provider.
Friendly people in placement office.	Run more like a business that values its customers - children, foster parents. Reduce ways social workers can interpret rules.	Individual foster care or relative care provider.
They show genuine concern for my granddaughter - Her welfare is their main concern.	I feel they (Kent office) is doing everything they can to assist us in the endeavor .	Individual transportation provider.
You don't get problem support for teens with anger and drug problems.		Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The caseworkers have been very helpful - John Patterson in particular knows our case very well, always calls back or actually answers the phone when we call!		Individual foster care or relative care provider.
Answer any question that I have.		Agency childcare or respite care provider; 10 employees.
	Work as a consultant, not trying to find something wrong, be creative/innovative, open to new ideas, be more organized, have the different groups united in what they want (DCFS, DOH, DLR, etc). Focus on being more user friendly/helpful to providers.	Agency other care provider; 32 employees.
Would be nice to talk to people in our local office - someone who actually knows clients.	Be nice - the social workers of recent tend to be very negative, quite cranky, and will not return calls.	Individual childcare or respite care provider.
	I really don't use DSHS because of how they treat people - They NEED customer service training - Not look down to people - We are ALL just humans. I feel like I am taking out of their pocket, but guess what, I have paid into it most of my life. I don't need this kind of treatment, they should take some lessons from SNAP in handling people.	Individual adoption support provider.
NO!	Answer phone calls, return calls, know or find answers to questions.	Individual more than one type of service provider.
Very well.	Return phone calls more promptly.	Individual foster care or relative care provider.
Claire Scranton has been wonderful. She promptly responds to my occasional requests and quickly returns my phone calls.	A few years ago I would have had several suggestions, however, we've been out of the loop for a while and Claire is the only one I have contact with.	Individual adoption support provider.
Always on time with payment.	Return phone calls promptly.	Individual other care provider.
Respond to phone messages, prompt reimbursements for expenses.	More flexibility in how we use funds available for family.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer all questions, help with problems from children, returns answers and papers promptly. They are very helpful.	They could send more information on: "Diet", and "Phy Ed.", Exercise, Health literature.	Individual adoption support provider.
Returns voice mail messages fairly promptly.	ANSWER the phone, rather than sending to voice mail.	Individual adoption support provider.
	Instead of telling foster parents what all they can't do concerning children, tell them what they can do!!	Individual adoption support provider.
Always helpful and prompt in answering phone inquires.	My main concern is with Medical coupons - not your department, but I'll pass along that they did not reimburse my children's chiropractor for nearly 1 year before informing us we needed a doctor's referral. We need someone to answer the concerns clearly and know what's going on. Thanks.	Individual adoption support provider.
The Bellevue office is great about getting paperwork I need accomplished quickly (travel letters, clothing, vouchers, respite, and mileage payments, etc)!	I don't think drug and high risk babies should go to families when the parents both work and the baby goes to day care. Would like to be able to do more to help children, and would like to be able to be considered on an individual basis for more placements	Individual adoption support provider.
Communication is very good.	I really have no suggestions.	Individual adoption support provider.
Caseworkers have tried to help us out financially when possible, but their hands are generally tied by the system.	Provide more money for at risk adoptive youth to assist in residential treatment, psychiatric care, etc. It would be cheaper than having the child relinquished back to the State.	Individual adoption support provider.
Responding quickly to requests for information.		Individual adoption support provider.
Help with childcare expenses.	Shorten the process time for medical payments to providers.	Individual adoption support provider.
Answer questions and return calls pertaining to questions asked.	Provide a larger area of children dentists.	Individual adoption support provider.
Return all my calls and explain things when I ask.	Pay more.	Individual adoption support provider.
Provide the needs that we need to help us and the children.	I think they need to do more home visits than they do to see what's going on.	Individual more than one type of service provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS staff were helpful when we were foster parents. We felt much more support direct from DSHS staff than through an agency.		Individual adoption support provider.
They help me find solutions to problems that arise.	Higher wages/pay for those DSHS supports.	Individual foster care or relative care provider.
Not very intrusive, at least not yet.		Individual adoption support provider.
Adoption support worker is always helpful.	They could treat foster parents and their families with more respect, and be more helpful to us when we are under extra stress. We have been foster parents for many years and last year we had workers who made us want to give up.	Individual adoption support provider.
Take time with us; very, very nice; tells me what I needed to know; very understanding (no complaints).	Nothing.	Individual adoption support provider.
	1. Provide better information concerning services available to help children and families. 2. Follow through with requests for help.	Individual adoption support provider.
Things have improved: Quicker responses to phone calls; courteous, businesslike home visits; better communication between agency components.		Individual adoption support provider.
Are (mostly) supportive of children, medical is OK (better than nothing).	Actually call a person back - speak to them personally, instead of always having to use voice mail. I dislike the lies told about children (think they are more "damaged" (traumatized) than is realized. They need mental care long before being adopted out.	Individual adoption support provider.
Listen and offer support and advice.	Provide more information upfront, and better safeguards for family, and child safety from both parents.	Individual adoption support provider.
Always gives us immediate attention when needed or asked for.	I can't think of anything.	Individual adoption support provider.
Helps give payment increases when they are so needed.	Find more funding for kids with special needs - even after adopting them!	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Shari Thaut - Region III Adoption Support is great. Get more staff like her.	Fire (specific DSHS staff name) so she can never again mess up anyone's life the way she messed up mine.	Individual adoption support provider.
Courtesy and respect.	Resources for adopted children's problems and camps, etc. Pay for foster care overnight emergency.	Individual adoption support provider.
	Communicate much more often.	Individual adoption support provider.
DSHS has been extremely helpful, giving good advice, as well as all the financial support the law provides.	Honestly, there are no complaints and DSHS's problems are not understood by ourselves.	Individual more than one type of service provider.
Yes.	Take some of the workload off of them.	Individual adoption support provider.
Kind, helpful, supportive - especially Shari Thaut.		Individual adoption support provider.
Shari Thaut is the most helpful, considerate, friendly and knowledgeable State employee I have ever encountered.	Keep up the good work.	Individual adoption support provider.
Prompt and courteous.		Individual adoption support provider.
Calls back, usually promptly.	Better listen to foster parents when kids make referrals that are false accusations - these kids are so good at this and know exactly how to work the system against good people who care and want to help.	Individual transportation provider.
Very responsive to my needs.	Nothing, I seldom need any assistance.	Individual adoption support provider.
For myself, I haven't had any problems. Whenever I have any questions (which isn't often) they answer with respect and courtesy.		Individual adoption support provider.
Give me the right information I need.	Answers the phone on time and explain.	Individual adoption support provider.
Give #'s needed to contact other offices other than their own - usually works to help get what child needs.	Listen more to what we seasoned FP's [foster parents] say, versus taking the word of a snotty kid that's always manipulating the system and everyone around them, rather than jumping us - unnecessarily.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I'm sorry, but they need A LOT of work!	DSHS is almost impossible to get ahold of. They NEVER return phone calls or answer messages. They treat me as if I am a client of DSHS and not a provider of a DSHS client!	Individual childcare or respite care provider.
DSHS helped us with the support we need to adopt two boys that we wouldn't have adopted without help.	Nothing! Keep doing a great job.	Individual adoption support provider.
Answers questions. Gets back to me (if a message is left) in a timely manner.		Individual unknown provider type.
The caseworkers for adoption support have always been so helpful and nice. They are a fantastic group of people!	I can't think of anything, they always have the answers.	Individual adoption support provider.
I have no contact with them.		Individual adoption support provider.
Yes.		Individual adoption support provider.
My only involvement with DSHS has been with the Foster/Adoptive program. Good program. No problems with Children's Home Society of Washington and DSHS.	No negative comments. DSHS has always been responsive to our needs.	Individual adoption support provider.
Can't think of anything that sticks out like a sore thumb.	More helpful and knowledgeable, return phone calls, be at their desk to help you!	Individual adoption support provider.
So far; quick with a response.		Individual adoption support provider.
Return calls, give information I need.	?	Individual adoption support provider.
1. Talk to a real person. 2. If they don't know the answer, will call you back when they do.	Let us know what services are available or programs.	Individual adoption support provider.
Friendly, helpful, kind, understanding, especially when I'm confused in dealing with a large bureaucracy.	Provide more information (or a URL) for adoption support.	Individual adoption support provider.
I've moved twice and they have expedited our check very quickly.		Individual adoption support provider.
A few of Bellingham are extremely hard to work with, not team players. Depends of caseworker. Everett - a lady named (specific DSHS staff name) is awful. We are no longer taking kids from there.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Fill out the papers for Kevin - I get confused because he is a minor.		Individual adoption support provider.
They have treated us with respect, been encouraging, been fair and reasonable with request for financial assistance. Excellent help with some difficult kids.	We have been working with adoption support for 18 years and have no complaints: staff has been excellent!	Individual adoption support provider.
Consistent - good phone response.		Individual adoption support provider.
Fill me in on how to get the right help I need.	Of course, more money if possible, but thankful for what I get.	Individual adoption support provider.
Answer all of my questions.	Have all the right answers in a timely manner.	Individual adoption support provider.
Immediate response from adoption support worker, Margaret Freedle.	Provide payment for respite or case aide.	Individual adoption support provider.
Nothing, they make no contact.	Send new names of case managers and numbers when they change. Give an automatic increase when foster care increases occur, or give updated information.	Individual adoption support provider.
Adoption support - They are helpful and return all calls in a timely manner. Their biggest help is being knowledgeable of what to do, who to contact, etc. Give correct information.	Be upfront with what's going on with the children placed in my home (foster care). I have no problems with any working adoption support, they've been very kind and helpful.	Individual adoption support provider.
Betty Cena is most kind and does an awesome job! They listen very well and they really take action, working hard for the family unit to provide the necessary "care" according to the "need".	Nothing! Have always been treated as an "individual" with needs, and they have been respectful!	Individual adoption support provider.
Nothing really stands out.	Provide more phone time availability.	Individual adoption support provider.
We have adopted two and have one child in foster care/adopt through Cowlitz County - Lori and Pat have been very good and fun to work with.	?	Individual adoption support provider.
Returns my calls promptly, answers my questions, follows through.	Perhaps inform us of programs or services we do not know are available, but we have been very pleased with things.	Individual adoption support provider.
They are sensitive to my schedule and care about my feelings.	Respond promptly to phone calls. Be informed about the cases they are handling (can never answer questions).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Had payments on time with no interruptions. Additional help with special needs children - a blessing!	Caseworker to foster parent communication needs to be improved. Respite care process still needs to be improved: not enough respite providers, payment for respite is frequently messed up.	Individual adoption support provider.
	Call back on a more timely manner.	Individual adoption support provider.
Always returns calls, answers questions.	Less paperwork.	Individual adoption support provider.
Good question?	Perhaps return phone calls. It would be polite when they called to know my name. Foster parents go through a lot to be foster parent...We should be part of the team, too! We should be allowed to see files, etc...The child lives with us for Gods sake! Quit leaving us in the dark.	Individual foster care or relative care provider.
Not much lately.	Return phone calls, be prompt in acquiring necessary medical records and travel permission (without weeks of nagging phone calls), follow through on paperwork to streamline case, and provide more information on status of the case.	Individual more than one type of service provider.
I haven't had any contact with DSHS since the adoption of my 2 girls.		Individual adoption support provider.
Prompt responses to calls, clearly explained information, forms sent out promptly, good follow-up.	I am happy with your services.	Individual adoption support provider.
I have been problem free.	Don't try to fix it, it's not broken.	Individual adoption support provider.
	Treat us like we are part of the team and not just a paid baby-sitter. Understand we are the people with the most knowledge about what is going on in the child's day to day life.	Individual unknown provider type.
Call back in a timely manner.		Individual adoption support provider.
Prompt response, prompt authorization of services, prompt payment to providers.	Continue above, and expand services provided to support adoptive families with special need children.	Individual adoption support provider.
Answer questions and point us in helpful directions.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Return calls, promptly answered questions.	Provide a list of phone #'s of social workers, adoption staff, etc.	Individual adoption support provider.
They seem efficient and earnest. I only work with Olympia - have had poor experience with local DSHS.	N/A.	Individual adoption support provider.
Always tries to find ways to meet my children's needs.	More financial help with my special needs children.	Individual adoption support provider.
Most things.		Individual adoption support provider.
Always extremely helpful. I'm very pleased!		Individual adoption support provider.
Open and cooperative.	Better protection of personal information.	Individual adoption support provider.
They are very attentive.	Nothing.	Individual adoption support provider.
They usually respond in a timely manner when we contact them.	Let us know when programs they are funding for our children are stopping so that we have time to find other alternatives.	Individual adoption support provider.
DD local agency tried to assist.	Olympia management could be more realistic about rural problems with foster parenting.	Individual adoption support provider.
	Direct deposit would be very helpful. Bank takes 2 days to clear check.	Individual adoption support provider.
Not much!	Return calls, treat me as a valuable team member, keep me informed, don't talk down to us.	Individual foster care or relative care provider.
Everything is on time or early.	No complaints.	Individual other care provider.
Find resources and support.	Know more about resources.	Individual adoption support provider.
Have not worked with any DSHS since adoption, but when I did they were almost always courteous and respectful.		Individual adoption support provider.
Provide answers to my questions or get the information I need.	Give ALL the information in steps following adoption (i.e., in receiving \$ due back - had to call and ask question, then was told all steps to take)!	Individual adoption support provider.
They answer my questions and always return my calls.	No complaints.	Individual adoption support provider.
Returns all my calls, helps me with the paperwork.	Make paperwork less and/or make it easier to understand.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I've had a lot of help with the adoption support team in Olympia. They've been great.	Make telephone calls more easy to get ahold of people. I've had to wait days sometimes to get a return call.	Individual adoption support provider.
Most are responsive to (?).		Individual counseling or psych evaluation provider.
Depends on caseworker and supervisor.	Provide information and ISP's, show a little respect, answer the damn phone, and return calls!	Individual foster care or relative care provider.
Works well through the situation.	Call back faster with answers.	Individual foster care or relative care provider.
Regular payments - everything else is a mystery waiting for you to discover.	Let people know of all programs available for the children.	Individual adoption support provider.
Our adoption support case manager has been very supporting. We could not make it without this financial help on our single income - teachers salary.		Individual adoption support provider.
Well, in the adoption support area - horrible, in foster care.		Individual adoption support provider.
Answers questions promptly. Lets me know of any changes.		Individual adoption support provider.
	Let us know where we could receive more help.	Individual adoption support provider.
They're usually pretty good at answering questions and getting me the services I need (when I get ahold of them) to take care of my kids. Most of the time they're very friendly.	Return calls, not make you feel like they're too busy to talk to you, keep you more updated on what's going on, inform of changes in appts (PV's) before you've left, respite providers, PV transportation help.	Individual more than one type of service provider.
Resolve problems.	Add a more personal touch.	Individual adoption support provider.
They try in all ways possible to help solve problems.	Can't think of anything off hand.	Individual adoption support provider.
Always help, always return phone calls, and answer questions.		Individual adoption support provider.
Call me right back, they're always on top of it. I like the way they handle things, they take the problem out of my hands. Always on time.	They do fine.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I have not had to deal with DSHS since my adoption 6 years ago. Service has been smooth and uninterrupted.	I receive no additional information on possible services. This information would be nice.	Individual adoption support provider.
Helpful.	Send information on new services.	Individual adoption support provider.
Place children.	Prompt paperwork processing.	Individual adoption support provider.
Information about programs.	Answer the phone in person more often.	Individual adoption support provider.
I am very happy with my licensor, Char Newport, and caseworker, Amber Island.		Individual adoption support provider.
	Get rid of machines and push buttons on phones. Put S.W.'s [social worker's] direct # on correspondence.	Individual adoption support provider.
Very supportive.	Can't think of anything.	Individual adoption support provider.
Get work done quickly and on time.		Individual adoption support provider.
Listens well - supports are in providing services for my child.	Have same resources for respite care.	Individual adoption support provider.
Staff always very supportive and helpful when needed.	In our case, nothing.	Individual adoption support provider.
Checks are timely.		Individual adoption support provider.
Have no interaction with staff. Very timely payment.		Individual adoption support provider.
Hhmmm?! I'm thinking.	Listen and actually care. You see, I have been living with a disease that makes it so I can't work all the time. And those times that I can't, they treat you like a criminal. Yeah! Like I can fake being crippled with severe arthritis.	Individual adoption support provider.
Checks arrive pretty consistently; our adoption support workers have been very supportive.		Individual adoption support provider.
No problem working with adoptions.	Too SLOW - we were cleared (in a false accusation) in Nov., but the stop placement is still on! We will let our license go because of this long delay!	Individual adoption support provider.
Keeping me informed of changes, new resources available to me or in the community.	Work better with other agencies in/within DSHS. How to coordinate benefits.	Individual adoption support provider.
The Everett office is good about helping when I've had questions or my check wasn't here.	I think that there's too much restrictions, not enough resources.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answer calls quickly, fill requests in a timely fashion. Jan Stettler is very supportive.	Keep me updated on local office/staff changes, so I don't look foolish asking for a worker no longer staffed there.	Individual more than one type of service provider.
We have had very little contact with DSHS since adoption became final in 1989, only 2 or 3 times over the years.		Individual adoption support provider.
Send adoption support check on time, at all times.		Individual adoption support provider.
They do not rush the phone call. It's nice to be given the time needed to resolve a situation.	Return phone calls more promptly - sometimes they are returned hours or even a day later.	Individual adoption support provider.
Everyone I have dealt with has been helpful and professional.	Now that we have adopted, who would I contact with questions?	Individual adoption support provider.
DSHS has assisted with support agency suggestions, and offered options to help my family that I wasn't aware of.	Nothing.	Individual adoption support provider.
Always treated me well, but I work with DSHS as another service provider in community.		Individual adoption support provider.
Quick results when there are changes.		Individual adoption support provider.
Good people, good contact, great for a government agency.		Individual adoption support provider.
Offer medical and adoption support. It would be nice to have help with day care, since it averages around \$750 a month.	Offer partial payment of day care (50%). Adoption support helps to pay for other half.	Individual adoption support provider.
Whenever I have to have information, or if I have a question, they are very cooperative to help.	Very satisfied - I have no complaints.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Overall, we are learning more with the State, and respect is generally two-sided. Seattle social workers have the worst reputations and lots of foster parents won't take children from Seattle anymore.	Overall 90%. With the Seattle social worker we have now, it is a travesty for both us and the child. Horrible! (specific DSHS staff name)!! Hold the negligent and disrespectful caseworkers (and their supervisors!) accountable and if enough complaints compile, dismiss them! (As would be with "inadequate" foster parents.) I have been a foster parent for 16 years, well respected and liked. I can tell you that the future of foster care is in peril, if massive improvements aren't implemented.	Individual adoption support provider.
Great. Service has been great.		Individual adoption support provider.
	Give "support", as we have 2 special needs adopted children who are difficult to raise, and we NEED respite for one (which is not available).	Individual adoption support provider.
Nothing - The whole DSHS needs to be REVISED - start OVER.	They talk to foster parents like we are the kid's mother. Demands put on foster parents should be placed on the CHILDREN'S parents.	Individual adoption support provider.
DSHS has been very responsive and respectful when I call.		Individual adoption support provider.
DSHS provides many services to help children handle the stress of new situations. I appreciate the new policy to expedite cases in a more timely manner.	Our case had stretched out for 6 years. A lot of the time was spent shuffling between social workers who were too busy and overwhelmed to even read the files.	Individual adoption support provider.
Always answers our questions and let us know resources available to us.		Individual adoption support provider.
Informative.		Individual adoption support provider.
They try to answer any questions I have and they usually have the right answers for me.	Keep me better informed as to what's going on with my case, such as what days the checks are mailed.	Individual adoption support provider.
Sensitive to our needs, return calls promptly, were very understanding when one of our payments was lost.	Can't think of anything at this time.	Individual adoption support provider.
The checks are timely and we had NO problem with address changes.	The adoption support unit has been super - very informative and helpful.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are available when and if I have any questions.	At this time I am satisfied with the DSHS office in my county.	Individual adoption support provider.
Extra social worker who returns calls for our overly-busy caseworker!	Move our case along into the adoption unit - Our kid has been legally free for 3 months, but no word yet of when A.U. [adoption unit] will take over his case.	Individual adoption support provider.
Helpful in covering special needs of adopted kids.	Link adoptive parents with potential new parents to help them with the process.	Individual adoption support provider.
Responds to phone calls, always willing to assist us.		Individual adoption support provider.
Eventually responds to needs WHEN I INITIATE THE CONTACT.	Less paper (all those trees!), more timely response, less confusion about who's responsible for what.	Individual adoption support provider.
Consistently mail child support check.	Nothing at this time.	Individual adoption support provider.
Training and counseling support.		Individual adoption support provider.
Always answer my questions politely and accurately.	More prompt in answering calls.	Individual adoption support provider.
Yes, they always answer my questions.		Individual adoption support provider.
Specific regional person is good - we know how to call directly and deal with the same person who knows our case.	Have less medical forms when renewal comes (it's such a repeat of old information). More hassle for adopted children than birth children. Why? They are all "ours".	Individual adoption support provider.
Is flexible on deadlines, answers phone messages PROMPTLY.		Individual adoption support provider.
Getting services going.	Some services are not followed through with.	Individual foster care or relative care provider.
I don't have consistent contact - but in the past, caseworkers have been good listeners, flexible, supportive.	Provide resources! Or refer to places that can do that. Each parent has to search on their own. DSHS should be a clearing house for what is out there.	Individual adoption support provider.
Very clear and honest when explaining the process and what could be expected to happen next.		Individual adoption support provider.
They help when my daughter is in a crisis moment and back up her special needs activities with finances.	All our needs are helped out with, maybe a better respite program.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Respect me and my expertise with children.	Pay on time! Do paperwork competently! Return phone calls quickly.	Individual adoption support provider.
	Every time we get to know a social worker and he/she knows our case, we get a new one and have to start all over. Sometimes they switch again before we meet.	Individual adoption support provider.
Help support us when needed.	Would like to see more dentists in the area, or send a list of doctors, dentists, counselors available every year so we are updated.	Individual adoption support provider.
Apologize for what they can't do.	1. Answer phones during work hours, I'm tired of voice mail. 2. Fight for payments for damages (risk mgmt.) 3. Find funding for kids needs (e.g. Orthodontia). 4. Pay more closer to what it costs.	Individual adoption support provider.
Helped to pay daughter tuition.	Help with purchase of her uniform. She has outgrown the ones she had from last year.	Individual adoption support provider.
	Answer phone or return calls faster.	Individual adoption support provider.
Our adoption support check has always been on time.		Individual adoption support provider.
Payments and services are always on time, good communication.	Take a look at individual cases and get to know the clients. Allow flexibility and common sense in individual cases when getting medical equipment and supplies.	Individual adoption support provider.
We are not currently interacting with DSHS (except receiving adoption support).		Individual adoption support provider.
Make the right decisions - helps raise the girls money for special needs as I have.	Well let me see? There seems to be a better way to help us get her check before the next of July (as I am speaking of June each year).	Individual adoption support provider.
They answer my questions, refer me to others when necessary, and are always pleasant.	They do just fine.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
People seem committed and respectful. Seems like administrative staff is of variable quality. Maybe more SW's [social workers] is some administrative (comment unreadable). Good luck, you're doing great with minimal resources. Wish there was more \$ for DSHS.	Involve FP's [foster parents] as true member of team (i.e. allow participation in development of ISP's, request input of FP's at review hearings).	Individual adoption support provider.
Joan Miller and Malinda Ervin were always friendly, courteous, encouraging, and quick to find answers to my questions. A pleasure to work with through fostering and adoption.	Employee turnover is inevitable, but the most frustrating thing is the number of social workers I dealt within a three year period.	Individual adoption support provider.
Have not had much contact in 2 years, since I have adopted my granddaughter - now 15 years old. But know I could call and have someone help me.	In the past - maybe some support groups.	Individual adoption support provider.
Very prompt and helpful with childcare payment and day care payments.		Individual adoption support provider.
I don't have much contact with DSHS anymore. My checks always arrive on time and I appreciate that.		Individual adoption support provider.
Mails us adoption support every month - wonderful!	We keep receiving all the mailings for foster parents, even though we called a few times to be removed from the list. We are adoptive parents, not foster.	Individual adoption support provider.
They always listen and will help you in any way they can.	I am pleased with the way they are handling things.	Individual adoption support provider.
Our only contact with DSHS since coming to Oregon has been receipt of checks. We are glad to be told when they'll be late. One contact (re: medical checkup) was friendly and helpful.		Individual adoption support provider.
We have an excellent adoption support case manager. We need and appreciate the medical, dental, and counseling services provided through the adoption. We use them all! I love the workshops and information classes such as on ADHD or RAD, etc.	As a foster parent: return phone calls, pay respite providers without being reminded, be honest, do what you say you'll do, provide more information for children (we receive for foster care) and quickly (i.e., doctor, dentist, medical history, etc.).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
VERY helpful adoption support personnel!	Not so much repeat paperwork - for a person whose circumstances don't change.	Individual adoption support provider.
Never leave me out on a limb!	Make sure the funds come on the same day of the month.	Individual adoption support provider.
Foster caseworker listened to concerns about child behavior and got referral to appropriate care. Adoption support caseworker VERY pleasantly helpful, even when I mistakenly did things in wrong order.	It seems to already being starting to do some of the little things we needed help with (mainly info, out).	Individual adoption support provider.
The adoption support checks are always sent on time.	It takes too long for respite checks to be processed.	Individual adoption support provider.
The worker assigned to my child is very responsive and informative.	Provide more support service, especially during the summer months.	Individual adoption support provider.
Not much!	Have some understanding about the work we do and follow through with their commitments to our family.	Individual adoption support provider.
Notify us if checks or paperwork will be late in the mail.	Keep up the good work. I know you guys are understaffed!	Individual adoption support provider.
There has been an overnight change.	Train their workers and give them enough time to do their work.	Individual adoption support provider.
They listen to my concerns and problems, and try to help as best they can.	The problem more in lays with schools, and their willingness to work effectively in the classroom with special needs children. STAFF TRAINING IS NOT FORTHCOMING.	Individual adoption support provider.
I am a Case Manager and do life skills counseling with addiction recovery. DSHS is great to me.	The system is not working for needy families, poor coming to many "payback recovery issues".	Individual adoption support provider.
Placement desk very good about giving us children (babies) that "fit" in our home.	Make payments (mileage and respite) timely (6 months and later is unacceptable). Return calls! Focus on the positive foster parents do, and not turn their backs when help is needed/requested or investigation is done.	Individual adoption support provider.
The payments are always on time. Customer service is not good at all; caseload too heavy.	Be more open to helping others.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Communicate, be honest, let us know facts rather than could be or maybes in regards to foster children. Allow foster families to have more freedom - as the program is now, it is so restrictive it is hard to be a regular family!!!	Individual adoption support provider.
Not too much. I swear, they cause trouble more then work with us.	Maybe more R & R for them?	Individual adoption support provider.
Getting their paperwork done in a timely manner.	Answer their phones.	Individual adoption support provider.
Medical coupon is prompt monthly.	N/A.	Individual adoption support provider.
Also provided counseling for our son.	Nothing, since our children's adoptions.	Individual adoption support provider.
Whenever I call they respond very soon and are very helpful. I needed help, as we're on limited income.	I have no problem.	Individual more than one type of service provider.
Adoption support has been good.	They could be honest all the time! Serious problems with dishonesty, to get children into our home (DCFS). Foster parents not treated well for all the work we do and emotions we go through.	Individual adoption support provider.
Adoption support payments are received each month without any delays. Since we reside in Illinois, we appreciate that greatly.	Not a thing! Thanks! Great job!	Individual adoption support provider.
Getting me services I may need for foster kids, completing appropriate paperwork.	Return phone calls in a timely manner, communicate through e-mail more often.	Individual adoption support provider.
When I call for help with an issue, my worker gets right on it and helps me solve any issue I have.	Nothing at the moment. Everything is being taken care of for me.	Individual adoption support provider.
Friendly and caring. I feel they are there should I need help.		Individual adoption support provider.
Prompt payment for foster children and of adoption support. Caring caseworkers who work to find resources for children in care.		Individual adoption support provider.
Answer my questions in a prompt and professional manner.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I have not needed any extra help. When I have needed it, they are quick and efficient to call and process my paperwork.	N/A.	Individual adoption support provider.
Have had problems personally with DSHS.	My only suggestion would be to decrease caseworker load.	Individual adoption support provider.
Calls are returned quite promptly.		Individual adoption support provider.
I tried to contact caseworkers after adoption to find my daughter's brothers, who we had been in contact with for 2 years, but was told I was not their case anymore.	I learned on my own (through friends who I introduced to the foster/adopt program) that I could re-apply after 6 years for establishment of adoption support.	Individual adoption support provider.
I haven't had DSHS employees be very helpful or hardly give any concern with help needed for foster care (family) children.	Help get you to the right department, if the person helping you can't.	Individual adoption support provider.
Nothing.	Talking nice does not replace honesty. It cost us a second mortgage on our home fighting DSHS/CPS due to social worker's personal agenda and lies in Family Court. But we succeeded. CPS should have checks and balances on social workers, and CPS accessible by citizens.	Individual unknown provider type.
Listen and try to answer questions, help pay for counseling, medical needs.		Individual adoption support provider.
Very helpful.	N/A.	Individual family preservation services or home based services provider.
They keep calling us with babies to offer.	Keep calling about babies.	Individual adoption support provider.
I work with caseworkers for foster care in the Tri-Cities and they do a wonderful job. Both Holly Sturgis and Cathy Hanson are #1.	Have a good medical coordinator R.N. that could help foster parents with simple medical informaton, diagnosis explanation, referrals for medically fragile kids.	Individual adoption support provider.
They provide me with Medicaid coupons to insure that my grandchildren get medical and dental care.	They could automatically increase adoption support as the standard rates go up - instead, I have to aggressively request. I actually have no idea when the rates are raised, but if I don't act hysterical and aggressive, I am left out.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The DDD office does a fantastic job - always pleasant.	Nothing.	Individual adoption support provider.
Returns phone calls, provides needed information.	When we were foster parents, we needed better support from CPS workers - not the initial CPS workers, but the ones who took the cases until they were moved to CWS.	Individual adoption support provider.
Adoption support returns my calls promptly and is able to answer questions knowledgeably.	Terminate/reprimand employees that are rude, cranky, and not motivated to help and serve the public as they are paid to.	Individual adoption support provider.
The level of communication (calls and e-mails returned) has been pretty great.	Well, not DSHS, but if the government and taxpayers could be a little more supportive...	Individual adoption support provider.
Quickly directs me to the appropriate office.	Phone #'s listed are sometimes not working.	Individual adoption support provider.
Returns calls promptly.	Make the system work faster.	Individual adoption support provider.
Answers my questions.	Be more organized and upfront when they make a mistake.	Individual adoption support provider.
Have my electronic checks in on time, prompt and courteous.	Doing great - no suggestions.	Individual adoption support provider.
DD workers seem to understand special needs children and adults well.	Family support services, respite care assistance.	Individual adoption support provider.
The adoption support division is excellent. I have no complaints.	The foster care division! It took them over a year to license me! I'm willing to adopt and I've had no calls regarding adopting a child. (I've had my license for a year).	Individual adoption support provider.
Training: Can't make Saturday and evening - wish some were during work week.	Not make us feel bad when we don't want or can't take a child, more information, be a part of the team.	Individual adoption support provider.
Give advice when I ask for it.	Communicate better - let us know more about child (acting out behaviors), things we'll have to deal with.	Individual adoption support provider.
Answers the phone and tries to help.	?	Individual adoption support provider.
The adoption support programs office has always treated me with respect, and promptly returns my calls, and answers all my questions!	As far as the adoption support department, I have been completely satisfied.	Individual adoption support provider.
They lie well, make things up, intimidate.	Terminate many of its employees and start over. You have very sick people working for you!	Individual more than one type of service provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Provide Christmas gifts to foster families; provide emotional support.	Smaller caseloads, though it is not the fault of the social workers or DSHS itself - a funding problem.	Individual adoption support provider.
They have explained things thoroughly and with patience.	More empathy towards parents receiving subsidies.	Individual childcare or respite care provider.
Norma Nelson is great! She handles things quickly and promptly and efficiently!	Make it clearer what services are available for my child and under what conditions, what incomes and so on.	Individual adoption support provider.
Payments, some caseworkers are involved - my licenser, Suzanne Amont is very thorough, knowledgeable , and helpful at ALL times.	Answer the phone more - too much voice mail. More consistent visits would be nice.	Individual adoption support provider.
Promptness of adoption support payments. Referral and approval/administration when counseling services were needed.	We have not personally experienced anything in recent years that we would consider a deficiency.	Individual adoption support provider.
Will usually get what I request for the kids (if the kids need it).	Call back sooner.	Individual adoption support provider.
	Takes a while to get a returned call or you don't get one at all. It is really hard to get ahold of someone in your offices. Put on hold then transferred around from one person to another trying to find the right caseworkers.	Individual childcare or respite care provider.
	Could make checks direct deposit.	Individual adoption support provider.
	Be more kind.	Individual foster care or relative care provider.
	Return phone calls.	Individual foster care or relative care provider.
Contact us minimal.	Contact us minimal.	Individual adoption support provider.
This time we had a very good experience with DSHS. Previous experience was not so good.		Individual adoption support provider.
Kent office responds quickly.	Kent - Nothing. Seattle - Everything.	Individual more than one type of service provider.
	Answer all phone calls, not hide behind voice mail.	Individual foster care or relative care provider.
Listens and returns calls.		Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They have always taken time to help with whatever is going on. (Warrant & Provider numbers on card).	They have always done an excellent job overall the years I have dealt with them. (client name on card)'s name was changed at adoption, but never changed on the adoption support papers.	Individual adoption support provider. Individual adoption support provider.
Payment in timely manner.	Establish/offer respite care resources.	Individual adoption support provider.
Gives the foster parent options and listens to our opinions. Thank you.	Some of the staff could be better about returning phone calls.	Individual adoption support provider.
We no longer have contact with DSHS staff.		Individual adoption support provider.
Stays steady with the programs. No surprises.	Have more respect for families who become permanently responsible for relative's children. We didn't make the mistake, but we are trying to help.	Individual adoption support provider.
They have found Dr.'s for the kids and saw to adoptions of all three. Thanks.	Stop the long delay in checks at end of year.	Individual adoption support provider.
Found respite provider after a provider refused to provide services.	Not make it so difficult to get adoption support services promised at adoption.	Individual adoption support provider.
Caseworkers were able to answer our questions or refer us to the right person.	Sometimes we felt concerned about the status of our adoption because caseworkers did not contact us. We had to call them about our case.	Individual adoption support provider.
It doesn't. Impossible to get ahold of.		Individual adoption support provider.
Yes.	Nothing.	Individual unknown provider type.
Answer my stupid questions anytime I call. Thanks so very much! (Provider name on card)	I really can't think of anything at this time. Just keep up the good work.	Individual adoption support provider.
Stevens County, no. Spokane County, 50-50.		Individual adoption support provider.
?	Help us find a pool of respite care people, tutors, etc. We ran out of family and friends.	Individual adoption support provider.
Foster parent support program contact. Individual caseworkers and supervisors are very responsible.	DLR [Division of Licensed Resources] could be more helpful with a "we are a team for the kids" attitude.	Individual adoption support provider.
They hear what I have to say and help me to decide what I need to do.	Provide more information about.	Individual adoption support provider.
Very friendly - informative.		Individual adoption support provider.
Yes, they do well in tone and substance.	Nothing.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Whenever I call Susan Catranos' office, the staff is very willing to help me.	I don't know. Benefits that I receive are the only thing I know about.	Individual adoption support provider.
I rarely call in or have to deal with DSHS - there is very little that they help with, because we both work and have insurance, so providers always go to that first.	Less time on hold and better payment for the medical coupons to Dr's and Dentists - Our medical coupon is basically worthless because they bill our insurance first and Dr's always say that you hardly pay anything.	Individual adoption support provider.
	Increase the number of resources, work more cooperatively between sub agencies (i.e., DDD and Child and Family).	Individual adoption support provider.
	I have no problems.	Individual childcare or respite care provider.
Returns calls promptly.	N/A.	Individual adoption support provider.
I'm very satisfied with the service. The people were friendly and informed.		Individual adoption support provider.
Doing just fine.	Probably be more efficient: if the REMITTANCE ADVICE and the DIRECT DEPOSIT NOTIFICATION were to be consolidated as one mailing (even on one sheet of paper).	Individual adoption support provider.
Make sure payments are made no matter the situation.	No.	Individual adoption support provider.
Yes, very much so.	The July 4th time is a bummer.	Individual adoption support provider.
DSHS is closed minded - They see everyone as a threat. And they show no forgiveness to anyone.	They could look at each situation individually and not as a whole.	Individual adoption support provider.
N/A.	N/A.	Individual adoption support provider.
Offer to answer all my questions, encourage me to call if I have questions.	When we faithfully make our (food stamp review) appointment and within a few days to a week get a form letter that informs us we HAVEN'T it is very upsetting - if that could be changed it would relieve a lot of stress.	Individual adoption support provider.
They try to solve problems that may arise.	Return phone calls in a timely manner.	Individual adoption support provider.
The adoption support group is good. Unfortunately, they are limited in resources.	Make more aid available to adopted children.	Individual adoption support provider.
I have very little contact with adoption support, but when I do they are very helpful.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Sends us court papers. Foster unit is the pits. Adoption unit is great.	Give a caseworker who knows what she is supposed to be doing, instead of dragging the case out for 18 months (when the child was abandoned for 9 1/2 months).	Individual more than one type of service provider.
Answers my questions so I understand.	See above.	Individual adoption support provider.
Extremely helpful and polite at local level.	Specialized departments need to return calls more punctually. Don't treat us like second class citizens. Don't assume we're stupid.	Individual adoption support provider.
The financial support is VERY helpful to assist in providing our child with special equipment/activities. The respite monies are life saving at times. Thank you for acknowledging the strain a special needs child can add to a family.	Fund BOTH parents to attend special training workshops (1x year). These impact both parents differently. We both have needs the workshops may address.	Individual adoption support provider.
	Return phone calls.	Individual adoption support provider.
	Listen to our requests, and then if denied - why?	Individual adoption support provider.
Answer questions promptly; provide assistance by directing me to correct person needed for help!	?	Individual adoption support provider.
Whenever I need anything I feel very concerned about, and it's not a problem talking with the person I need.	I am very satisfied with all the services I ever received from DSHS.	Individual adoption support provider.
(This section was missing when returned to DSHS).	I'm very satisfied with DSHS adoption support program.	Individual adoption support provider.
We have our daughter who has come to us as a gift. We get support, reimbursement and have used the media but have always been appreciative and I have the pleasure of working with staffers on different levels.	Can't think of a thing.	Individual adoption support provider.
Nothing in particular, but they've always been polite and not made me feel like I'm getting a service I don't deserve.	I'm fine with the framework as it is.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
As an adoptive support parent most of the contact is done via my questions. Sherrie Thaut is ALWAYS there to answer my questions and take care of needs.	Send the adoptive parents information on changes. Publish 800 numbers for parents who live in Snohomish County and work in King. Actually, I think DSHS is doing a great job with the difficult tasks of placing children into strangers homes. Keep up the good work!!	Individual adoption support provider.
Always courteous and helpful in my telephone contacts.	Delete my (deceased) husband's name from all correspondence, medical coupons, etc.	Individual adoption support provider.
Nothing - DSHS has poor customer service, lack of communication skills.	Train more customer service people, hire people that know how to work with the public.	Individual foster care or relative care provider.
They listen to problems and respond in a timely manner.		Individual adoption support provider.
Since using this service I have been very happy with the support from the staff and help if needed so far.		Individual adoption support provider.
	I can't answer questions 1-3, as we have not had to deal directly with DSHS personnel so far.	Individual adoption support provider.
Adoption Support staff are an exception to Department of Social and Health Services. Have never had a problem with staff - treated with courtesy and respect.	Honesty would be nice, courtesy and respect need improvement, cultural sensitivity - need training.	Individual adoption support provider.
We don't have to work with them anymore. But when we did, they were very nice and helpful and didn't lie about the kids and problems they had. Very useful.	Montana could benefit from the way Washington treats people.	Individual adoption support provider.
Adoption support has been helpful.	(Specific DSHS staff name) not returning calls. Toss the whole program and have it run by private agencies. The problem lies in Olympia, with ineffective administrators that look only at \$ and care nothing for children. Why so many deaths in the past few years?!	Individual adoption support provider.
Helps me to provide better for my daughter.	Give us a phone number in case our checks are not here on time.	Individual foster care or relative care provider.
We haven't had much contact. We get a monthly check and that is about it.	Figure out some way to get the July check out on time.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They always provide the information I need when I have questions. They provide the answer or a number to someone who can provide the information. Thanks for all the hard work.	Maybe provide counseling services to foster and adoptive parents who are caring for special needs children.	Individual adoption support provider.
Very well.		Individual adoption support provider.
Send adoption support on time.	Help with funding or resources when you need help with these kids. You shouldn't have to fight for that! We love these kids and want to help them, but we need RESOURCES and FUNDING!!!	Individual adoption support provider.
Yes.	Nothing.	Individual adoption support provider.
Adoption support is prompt in responding.	Providing payment.	Individual adoption support provider.
Responds within 24 hours of a phone call, complaint, or inquiry.	Offer new and informative classes.	Individual foster care or relative care provider.
Checks are always on time. People at Adoption Support are helpful.	No problems.	Individual adoption support provider.
Mrs. Lammers is very helpful and really knows what is going on. She is your treasure! A 100% for her.	I felt manipulated at every turn with our foster/adopt caseworker (not Mrs. Lammers) - Honesty will always be the best policy.	Individual adoption support provider.
Answers any questions I have regarding my adoption.	Provide better understanding regarding adoptees medical coverage (re: medical coupons).	Individual adoption support provider.
Answers my question, stays in contact, supportive.	More clothing voucher money, more shopping choices.	Individual adoption support provider.
They make you feel comfortable and treat you in a dignified manner.	They happily assisted me in any way that was needed.	Individual adoption support provider.
Offer classes/training.	I have had a social worker be VERY rude to me. Need to trust foster parents more when allegations occur. We are "guilty" until a social worker proves us innocent. AND - once allegations are unfounded, they need to be removed from foster parents record - a	Individual adoption support provider.
DSHS in Washington always listens, and supports us all in everything. Thank you.	Nothing, just stay as you are - you guys are great. I wish the Texas people were like you all. Thank you.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Doesn't keep me waiting in the office very long.	Have a list of DENTISTS that take DSHS patients.	Individual adoption support provider.
	The only problem I have come across was orthodontic care for my daughter, I found one dentist in Lynnwood that accepts DSHS and we live in Renton. The commute is too far. Expenses will be paid out of pocket which is no problem, but it would help if other dentists accept it.	Individual adoption support provider.
Adoption support gives fast response, referrals to appropriate folks at DSHS.	Identify most helpful resources for kids with severe mental health and behavioral problems.	Individual adoption support provider.
Programs and related support.	Train new personnel more efficiently and give on-the-job training before tasking new social workers. New personnel lack job knowledge and skill.	Individual adoption support provider.
Respond to me in a very reasonable time.	At this time I have no idea. I have had wonderful caseworkers.	Individual adoption support provider.
As a foster/adoption parent, have needed no help. I like the phone messages that states the caseworkers schedule for the day - most are fine, some are wonderful - they listen, respond, and solve problems.	Not forget about kids in care just because I don't complain - 14 months is too long.	Individual adoption support provider.
The lady we work with is always helpful under adoption support, she is wonderful!	Yes, they could provide the same amount of money per month as foster children. We are grandparents on a limited income, raising a granddaughter.	Individual adoption support provider.
Always replies promptly to messages and e-mails.	So far, we don't know of anything else.	Individual adoption support provider.
My worker explains things and is caring.		Individual adoption support provider.
When I need medication for my son, or hospital care, there are no hassles at all - they are good to us.	I think there is a need for more staff and also at CPS.	Individual adoption support provider.
Answer questions.	Return phone calls sooner.	Individual adoption support provider.
I've always had great help and caseworkers.	Correcting missing payments takes too long - the payments are for services already provided/expenses paid out - hard on budget when missed or wrong.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Need more staff that speak English clearly.	Individual adoption support provider.
	Since we live out of State, I have no contact with DSHS and I miss it. Now, in Indiana.	Individual adoption support provider.
Margaret Freedle returns my phone calls, and is very helpful, very nice, and courteous.	Don't get rid of Margaret Freedle. Lives in Kentucky, but calls WA DSHS.	Individual adoption support provider.
They have always been very helpful to me.		Individual adoption support provider.
Answer questions, prompt response.	I have no complaints.	Individual adoption support provider.
They help with questions I have and tell me what I need to do to take care of things.	They do fine.	Individual adoption support provider.
Adoption Support (Region 3), Shari Thaut (our adoption support specialist) has supported us 100% and helped without question.		Individual adoption support provider.
Nothing.	A lot.	Individual adoption support provider.
Return my phone calls.		Individual adoption support provider.
Return calls, check into programs and possibilities.	Assign same caseworker to households with more than one disabled child.	Individual adoption support provider.
Answers questions promptly.	Give clearer information regarding an available service.	Individual adoption support provider.
Listens to concerns and answers questions.	Keep foster parents informed of case planning.	Individual foster care or relative care provider.
Jan Lammers is very responsive and helpful.		Individual adoption support provider.
If I ever have any questions they answer it in a professional, assuring manner.	Everything is fine.	Individual adoption support provider.
Answer all questions quickly and accurately.	N/A.	Individual unknown provider type.
They will give you answers, and if they don't know will find it for you.		Individual adoption support provider.
They have always been there for me.	You're doing fine.	Individual adoption support provider.
DSHS requires minimal paperwork once the child has been adopted.	?	Individual adoption support provider.
If there are any changes they make sure that I am well informed.	They are doing a great job now.	Individual adoption support provider.
Somewhat - spoke with 5 different people all with different answers to same question.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Courteously, prompt, answers questions, and has been friendly - payments have been timely. Thanks.	Just fine, so far...	Individual adoption support provider.
Too many forms for everything, time spent poorly. Everything is a tug-of-war game.	Listen, communicate, and cooperate to meet the needs of our family. No orthodontic coverage or providers anywhere!	Individual adoption support provider.
Sensitive to needs. Frustrated by process.	Be more thoroughly trained as to how DSHS works! I get different answers from everyone...Give in a little from too strict of regulations!	Individual adoption support provider.
Giving information needed.	More easier access online (i.e. current class offerings/training).	Individual adoption support provider.
Help with out of state adoption - slow to start then better. Wish we could maintain contact through DHS and sibling.	Should have had help with adoption subsidy - (client) is bipolar and has many special needs - we're out of money, vacation time, and short on sanity!	Individual unknown provider type.
Calling - hard to reach.	Answer phones better, return calls faster.	Individual adoption support provider.
Are prompt with the payments for the children.	We are happy with the service already provided.	Individual adoption support provider.
Return phone calls, answer questions, schedule appointments.	Provide more information on placement requests. Provide lists of competent, trained, reliable respite providers.	Individual adoption support provider.
DSHS is there when we need them.	Nothing at this time.	Individual unknown provider type.
Very nice people!	More information about children, parents past information - they DON'T tell you ALL they know!!	Individual adoption support provider.
If we need help, they are there for us with all the help and answers we need.	To let us know of any new changes of what's available for the hard to adopt children.	Individual adoption support provider.
They always answer any questions I have and are SO friendly about it. I have never had complaints about the staff in WA.	Nothing - I see such a difference with the WA staff and other State staffs I have had to deal with. Keep up the GREAT work!	Individual adoption support provider.
Calls returned - very helpful - will do anything to help family be successful. Great caseworkers (Liza Stervick, DCFS - Tracy Hollingsworth, DDD)!	More money available for respite and other expenses for adoptive parents.	Individual unknown provider type.
Rarely do I find anyone who wants to work with me. Dictate to me is more to the truth.	Understand we don't all fit nicely into a particular category.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
No complaints.		Individual adoption support provider.
I really don't have any regular contact (seldom ever).	Provide more medical and dental benefits - ORTHO!	Individual adoption support provider.
I don't really have to deal with them, but when I did they were always friendly and helpful.	Get more staff - they were always busy.	Individual adoption support provider.
Answers calls and any questions I have in a timely manner.		Individual adoption support provider.
I am very happy with the adoption services. I love having my grandson.	They are doing "Great".	Individual adoption support provider.
I don't use the services often, but adoption support has always been very courteous, helpful, and more than willing to help when needed. Original adoption and services were in Spokane.	Better access to real people in Olympia.	Individual adoption support provider.
Depends on the individual. Some SWs [social workers] have a real interest in a child's future. Unfortunately, some supervisors, area managers, or regional managers have agendas that won't allow the good workers to follow through (ask Legislators, Psychologists, etc., anonymously).	Be less patronizing, some DCFS personnel state to caregivers "I have the power" (to remove the child, to decide for the child, etc.) without thinking of the child, unfortunately this happens more and more.	Individual other care provider.
Makes sure all the paperwork was completed and helps me step by step in the adoption.	Keep up the good work.	Individual adoption support provider.
Expedite request in a very timely manner.	My experience has been good - I was so impressed with Pierce South DSHS I wanted to take them donuts, but my work schedule and the time didn't allow me to do so.	Individual adoption support provider.
Helping my 15 yr old son and 8 yr old son get medical attention, even though their father is out of work.	Helping with more coverage in orthodontic care for my 15 yr old. He needs work done on his teeth and DSHS won't cover it.	Individual adoption support provider.
They answer questions that we might have, and if they don't know the answer. . .they find it out.		Individual adoption support provider.
Returns phone calls, and answers questions well.		Individual adoption support provider.
The staff for adoption support is very helpful with questions and requests.	Sometimes it is difficult to know who to contact and how to contact them.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Allow me to take over scheduling appointments at doctor, dentist, therapists, and clinics, etc. for disabled kids in my care.	More on site visits from DCFS [Division of Child & Family Services] SW [social workers], more contact by phone to keep us informed of legal proceedings, pay better to agency for DCFS kids.	Agency more than one type of service provider; 16 employees.
Friendly caseworkers. Receive services needed for disabled child. As a single mother - I would not have been able to adopt with out these services. THANK YOU!!! MY CHILD THANKS YOU!!!	Caseworkers change too often.	Individual adoption support provider.
No issues.		Individual foster care or relative care provider.
They inform me of services, provide the grant to help with needs, have a personally interested caseworker I connect with.	Find/provide more respite situations when we need to be gone for a week, an older child is not easy to place.	Individual adoption support provider.
Answers all my questions and always calls back.	The checks could come out on the same day every month (except July) so you could plan better.	Individual adoption support provider.
DDD - cares for their children, answers questions, returns calls, does paperwork on time.	DCFS: Put the child's needs FIRST, not "YOUR" unrealistic interpretation of WAC's.	Individual adoption support provider.
N/A.	Don't know.	Individual adoption support provider.
	Be more informative.	Individual adoption support provider.
It was 3 years ago we adopted our 5th child, the only one whom we receive adoption support for. Since we are no longer foster parents, we have not had contact with our local agency.	They could have changed our child's social security name upon adoption. We are still trying to resolve this.	Individual adoption support provider.
Returns calls promptly, provides necessary funds for 3 special needs children. Jan Lammers is very helpful.	We feel appropriately provided for and appreciate the assistance with these very precious children.	Individual adoption support provider.
We have the ability to seek support services for the kids if we need them.	We wanted to maintain our license for foster care, but the rules changed so much we let it lapse.	Individual adoption support provider.
Adoption support checks for our two special needs children are sent on a timely basis. Adoption would not have been possible without this support.	Inform prospective adoptive parents of special needs children of ALL THE SERVICES available to them PRIOR TO adoption proceedings. WE WERE NOT, and it has been a hardship.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I only get medical and food stamps through DSHS.		Individual adoption support provider.
	Return calls more promptly, treat foster parents with more respect, try to work with the foster parents and really listen to them (not just blow them off).	Individual adoption support provider.
To be honest - I rarely have communication with DSHS.	Provide phone #'s and a contact name if I have a question.	Individual adoption support provider.
Nothing!	Stop telling lies to families and caretakers. Stop supporting each others lies and making up their own rules. Stop working AGAINST parents and caretakers.	Individual adoption support provider.
Assist with adoption support.	They have always been more than helpful.	Individual adoption support provider.
Answer questions efficiently and help with changes nicely.		Individual adoption support provider.
Understand the situation and then help the family, without me (the provider) having to do all the explaining (re: the child's conditions).	Also, the adoptions unit works to get payment to me in a timely manner. This helps to continue services for the family.	Individual other care provider.
Training courses are PLENTIFUL. Too many crossed wires from within - very frustrating process. Drug out for years from overload - mishandled paperwork.		Individual adoption support provider.
The check comes on time. Which is very helpful and dependable.	I would rather talk to a person than get a phone referral (when you are right at the DSHS office). They had me go to a counter, lift up the phone, and the phone had to ring 50 times before being answered.	Individual adoption support provider.
Over 12 years and only 2 caseworkers have been honest. These 2 were and are great. We need to show respect to all.	Be polite, return phone calls within 48 hours, show respect to us, be HONEST.	Individual more than one type of service provider.
Always available to answer payment-related questions.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS sends the support and medical coupons in a regular, timely manner.	Now that the adoption is final (5 years ago), things are going well. I trust others currently awaiting finalization don't have to wait 8 years like our kids did!	Individual adoption support provider.
Were very helpful and informative.	Was very satisfied.	Individual adoption support provider.
Answer all questions. Make payment right on schedule.		Individual adoption support provider.
Depends on region and caseworker. Thorough and supportive at final stage.	Pro foster adopt and better communication skills.	Individual more than one type of service provider.
	Give all information about services provided.	Individual adoption support provider.
Have been very prompt with information, paperwork, etc.		Individual adoption support provider.
Prompt coupon on time. Caseworker available when I have questions.	I have the support I felt I would need to adopt a special needs child.	Individual adoption support provider.
They are very good about connecting me with the help I need. Communication is good also.	Evaluate the level of needs.	Individual adoption support provider.
David Radar was always helpful; others were not. Others passed the buck or wouldn't give us the time of day, even though we were willing to adopt a child. We had to take DSHS to court to adopt a boy.	Find ways to let people adopt children out of your system if they have valid/current home studies from other organizations. DO NOT require that they be foster parents or have home studies in your system. Free the children!	Individual adoption support provider.
(THIS CARD WAS MISSING THIS SECTION/FOLD).	Give (client name) medical because she does not have any. Thanks (provider name).	Individual adoption support provider.
Listen to what type of child I want and try to find a match with who they have available. Give me the resources I need.	I could use a list of any places available to send my bipolar children, when we work after they are too old for day care, but can't be left alone.	Individual adoption support provider.
Provides health care benefits that are essential for my family. Communication is always efficient!	I couldn't say - I've always dealt with efficient, competent people. Thank you.	Individual adoption support provider.
They have developed a good theory for adoption support - but do not do well in executing it.	The department, as a whole, seems to take an adverse attitude. They are not willing to offer any information unless directly questioned.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
DSHS does a very good job of providing support for our out-of-state-adopted special needs child.	DSHS could (somehow) get the word out better to the various relevant agencies in other States to facilitate communication between them. Also, provide contact numbers for problem/questions involving out-of-state client (Illinois) providers.	Individual adoption support provider.
	Cut your caseloads, so your social workers can actually do their jobs well. Work as a PARTNER with adoptive and foster families - too often it's adversarial.	Individual adoption support provider.
They are always informative and do not cause unnecessary delays.	I would like to have more information on the resources available and how determination is made on the amounts granted.	Individual adoption support provider.
All I need in adoption support. Great caseworker, Bellevue.		Individual adoption support provider.
Work with my kids' needs.	Yes, the pay scale is inappropriate.	Individual more than one type of service provider.
DSHS has done a great job.	Keep up the good work.	Individual adoption support provider.
Communicates well.	Nothing - no problems.	Individual adoption support provider.
They are always courteous and helpful.	N/A.	Individual adoption support provider.
Every time I call, they answer my questions, they call me back promptly.	Everything good.	Individual adoption support provider.
My dealings with DSHS were extremely brief with only one or two visits. The gal I dealt with was wonderful.	N/A.	Individual adoption support provider.
Return calls, give support.	As I am in Idaho, I don't see a lot of your support people or programs, but Idaho H & W FCHS has been providing help.	Individual adoption support provider.
They care.	Keep caring.	Individual adoption support provider.
Call back in a timely manner most of the time.	Let foster parents know more about child they are accepting. Help with finding Dr., respite care, get equipment needed (i.e. wheelchair, standers, etc.) in a more timely manner. Keep foster parents informed of status of foster children	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Answers phone call promptly and questions are answered.		Individual adoption support provider.
They don't help a whole lot.	I don't know, they tell me my granddaughter and I are non-needed clients. My granddaughter gets a check, she gets medical, I also get SSI medical. I also took care of a retarded child sometimes.	Individual adoption support provider.
Have kept appointments and returned my calls. Helped me through the adoption process.	Have not always been really forthcoming with information.	Individual adoption support provider.
Caseworkers helpful and responsive to questions.	Provide for changes in needs after adoption.	Individual adoption support provider.
Answers questions quickly, helps with training.		Individual foster care or relative care provider.
	Better phone contact.	Individual adoption support provider.
Good communication with what is happening.		Individual adoption support provider.
Responds to our needs, supportive, friendly, excellent at helping access resources.		Individual adoption support provider.
Consistent with payments.	Better phone service, when I do call I'm put on hold and have to tell at least three people the same story.	Individual adoption support provider.
Nothing - They are too busy covering their ass, because they lie, and I mean lie - False statements.	Tell truth - and consider the turmoil they cause children - I file report weekly and if you want a copy just let me know.	Individual foster care or relative care provider.
	When I get my caseworker, she is very helpful, if she's not there, others are not always as polite or helpful.	Individual adoption support provider.
Adoption Support is a big "YES!" They return calls, easy to deal with. They have a genuine helpful attitude.	Licensors is a big "NO!" We gave up our licenses to be foster parents so we would not have to deal with an incredibly difficult person (i.e. doesn't like the way we make our beds, mow the lawn, etc., etc.) Took no real interest in if we were good at providing care and nurture!	Individual adoption support provider.
They help me to explain everything to have a help for food, money, and medical.	Same things.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Not many things/ nothing comes to mind.	Starting again, send checks out on time: they use to come on the 25th of the month, now the end or the first of the month. . .Go back to the 25th.	Individual adoption support provider.
Clare Scranton is very helpful whenever we have questions.	Better understanding of other services that Adoption Support will help provide for the children.	Individual adoption support provider.
Since I've been with the adoption support program everything has been OK. I believe more attention should be given to assist with tutors of kids who need it.	Recruit more foster parents of color, outreach to the community and churches, promote adoption and financial programs to support families without the means to adopt.	Individual adoption support provider.
Yes.		Individual adoption support provider.
Contacts me when I need assistance.		Individual adoption support provider.
Listen and concern.	Find alternative, preventive ways to keep kids out of trouble, so parents or caregiver doesn't get "Burn OUT".	Individual adoption support provider.
Always respond in a timely manner and always polite. Jan Hamners is great!	I have no other comments.	Individual adoption support provider.
When you call and ask a question, there's always someone to give you an answer, without an attitude (so far).	For instance: if you get a check for \$1,600, then raise time comes for a child and the total might be \$1,800. The next month you don't get \$1,800, you get \$1,600 - what happened to the total raise of \$1,800?	Individual adoption support provider.
Caseworkers are generally good advocates for their "kids" on load, and provide requested information from file/history to assist in treatment.	Continue to support treatment for kids/families with mental and behavioral issues. Recent budget cuts have hit treatment hard.	Individual counseling or psych evaluation provider.
They are very prompt with the payment.	Pay childcare rates that equal our rates. They are consistently behind ours.	Individual childcare or respite care provider.
All they could.	Know nothing. They are great.	Individual more than one type of service provider.
My worker has made easier arrangements for my reevaluation appointments. Linda How is a great lady to work with.	Acknowledge both adoptive parents in all programs (food stamps and medical), not just one adoptive parent.	Individual adoption support provider.
	Better and earlier notification of court hearings would be greatly appreciated.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Always helpful, great to work with, keeps up to date knowledge of situations.		Individual adoption support provider.
Ms. Karen Barres was very helpful during the process.	Communication between Spokane and Arapahoe County could have been more consistent.	Individual adoption support provider.
Adoption support services have been wonderful - they have paid for pre-school, day care, medical, dental, and monthly needs with adoption support.	Nothing.	Individual adoption support provider.
I have never had any problem. People are always courteous and polite.	Nothing.	Individual adoption support provider.
Friendly phone contact.	I am surprised that once an adoption has taken place there are not yearly contacts made, just to check on families and offer advice or support.	Individual adoption support provider.
They explain everything and are very helpful with information needed any time its needed.	Have a 24 hour help line.	Individual adoption support provider.
Prompt replys, courteous, answers questions.	Nothing.	Individual adoption support provider.
Coupons and payments arrive on time. Information on conferences, speakers, and other support is timely.		Individual adoption support provider.
Timely processing of vouchers - Looking for ways to provide foster family support services.	Better communication and respect for foster care providers time. Timely arrival for visit transportation and visit cancellation.	Individual adoption support provider.
They have always had adoption support checks on time, and have usually paid medical provided paid properly.	Provide needed medical and psychological services without pre-authorization.	Individual adoption support provider.
	Direct deposit of adoption support. Do medical ID cards yearly vs. monthly.	Individual adoption support provider.
Most of time.	Resolve problems in timely manner.	Individual adoption support provider.
Classes offered to foster parents.	Shorten case loads of social workers.	Individual adoption support provider.
	Put my child's welfare 1st. Until that happens - chaos will continue and kids will suffer.	Individual foster care or relative care provider.
Answer questions.	To see people as human, not case #.	Individual adoption support provider.
My contact with DSHS has been limited - but I've been treated well.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We personally don't work with them much, but in our case, they have always met the needs for our child.	I can't really answer this because I don't work with DSHS very often. They could probably use more social workers!	Individual adoption support provider.
Returns calls promptly.		Individual adoption support provider.
Worked with us to adopt our daughter.		Individual adoption support provider.
Adoption Support (Sherry Thaup) has been very helpful.	DSHS needs more \$ - is root of all problems I believe.	Individual adoption support provider.
Depends on worker.	Return calls more promptly. Keep in mind we have lives as well! As a foster parent, there are times that social workers forget that we are doing a service for the kids and the State. Treat us with more respect.	Individual adoption support provider.
We have not had the below situation yet!	But no one does what needs to be done!!! They just pass it on to someone else! Stop passing the buck and transferring us when we call. I have spoken to as many as 9 different people just to do a simple address change!!	Individual unknown provider type.
SOME of the staff are very helpful and supportive of OUR efforts to make children's life better.	SOME of the staff need to be more flexible in their support of our efforts to make the children's life better.	Individual adoption support provider.
Always respectful, helpful.	Provide information when policies are changed so we are in the know.	Agency childcare or respite care provider; 70 employees.
I haven't had any problems.	? I really don't know.	Individual adoption support provider.
Sue Hertel (Adoption worker) is always very helpful and honest.		Individual adoption support provider.
Lots of respect! When I call they always have time to answer all my questions, never sound mean, always happy to help me. You guys are doing great. Keep up the good work!	Share their skills with the other offices. They are just so mean. But DSHS since Sept 11, has been so helpful. Thank you.	Individual adoption support provider.
Respond to my phone messages quickly and with helpful information.	Because we don't need to contact adoption support very often, the phone number is hard to find sometimes. Possibly you could put contact phone #'s on the warrant.	Individual adoption support provider.
Helps us get assistance for our adopted children.	Everything is fine.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We don't work with DSHS, so don't know. Initially (3 years ago) very helpful; we have not dealt with DSHS since.	N/A for us.	Individual adoption support provider.
Claire Scranton was so kind and helpful at adoption support. Norma Nelson promises to be as easy and helpful as well.	We've had VERY mixed experiences with caseworkers. They are overworked. Your CPS workers need the most improvement - be on time, be kind.	Individual adoption support provider.
Promptness - answers questions well.	N/A.	Individual adoption support provider.
Help those who are in desperate need of services (like providing food, shelter, and clothes).	Be kind and understand those who need help.	Individual adoption support provider.
Getting our check and medical on time, most of the time.	When a person moves they could get the paperwork done faster at both ends so we can get medical and medication - without waiting a long, long time.	Individual adoption support provider.
Haven't had any need to work with them for several years (we are adoptive parents).	Send out a newsletter periodically.	Individual adoption support provider.
My only working relationship is with Adoption Support. Claire Scranton and her predecessor are great.	N/A.	Individual adoption support provider.
Sends check and medical coupon on time every month.	We never have to deal with staff since we only get adoption support. We don't even know who our caseworker is now in case we have a problem.	Individual adoption support provider.
Have been available to answer questions and help with problems.		Individual adoption support provider.
The foster system was top notch - If we had a problem they listened, understood, took action, and was frank if hands were tied.	I can't think of a thing - Just wonderful - Would like to work for DSHS and help others as you helped us.	Individual adoption support provider.
The adoption support team is very responsive. But they need to have funding to assist families in paying for therapeutic schools, residential treatments, etc.	Free children for adoption faster, so they're not as damaged as our son is.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Ordinarily payments are on time and coupon arrives promptly each month.	Get June payments out on time. Licensor could use some common sense on visits instead of researching the home for technicalities.	Individual adoption support provider.
Paperwork.	Not change workers so often - before my kids were adopted they had 6 different workers on our case.	Individual adoption support provider.
The workers have made me aware of benefits I didn't know about.	Direct deposit of funds, rather than mailing checks.	Individual adoption support provider.
?	That call-in-voucher, for adoptive parents that should not be used.	Individual adoption support provider.
Answer all my questions.	They are doing a fine job.	Individual foster care or relative care provider.
Adoption Support Division is very attentive and quick to help.		Individual adoption support provider.
The staff are helpful!	Too many groups - when I called with a change, I got passed to 4 different people...It took 5 times over 2 years to get the changes made!	Individual adoption support provider.
Doing OK!		Individual foster care or relative care provider.
We have been happy with DSHS in communications and expediency involved fostering and adopting our son.	Would appreciate being told if and when another birth sibling to ours is born.	Individual adoption support provider.
Call me back promptly when I call.	PAPERWORK - get it in on time, and get it through the clerks office!	Individual foster care or relative care provider.
I adopted my foster child 1-1/2 years ago. My experience with adoption support has been very positive.	I have automatic bank deposit for my adoption support checks. I receive TWO statements every month - a "remittance advice", and then a "direct deposit notification". This seems like an awful waste of paper, postage, and computer time.	Individual adoption support provider.
Jan Spear (Adoption Support program) is especially helpful, courteous, and efficient.		Individual unknown provider type.
	Consistency, timeliness.	Individual adoption support provider.
Nothing! They harm the children more than help them. They are bureaucratic and impotent!	Be professional (i.e. courteous, understanding, and HELPFUL).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I really have not had to contact them in a while for any reason.	?	Individual adoption support provider.
They were very supportive during the pre-adoption. Brandy Thomasineo believed in us throughout our traumatic times. We appreciate that!	We have no complaints - everyone responded to our calls and inquiries in a timely manner. Very pleasant to work with.	Individual adoption support provider.
Financial support, good accessibility of staff, and good response to issues that occur.		Individual adoption support provider.
Always help resolve problems.		Individual adoption support provider.
Communication is OK.	Stay in touch better, get back via phone or e-mail sooner.	Individual more than one type of service provider.
If I have any questions, they always go overboard to help. If they don't know, they put me to a person who does. No holding for hours or transfer after transfer. Great job guys.	????	Individual adoption support provider.
Listen - Inform us.	We work with A.S. [Adoption Support] - No complaints!	Individual adoption support provider.
Personnel are always helpful and payments are on time.	Nothing - we live in Virginia now, so all dealings are long distance. What could be a hassle is very pleasant. Keep up your good work!	Individual adoption support provider.
Works well with all our needs. If we need help, we are told how we can get it.	You could call back faster.	Individual adoption support provider.
When you actually talked to a real person they would help your find solutions.	Communication - especially getting back to you when messages are left.	Individual adoption support provider.
They were very helpful when we adopted our child, especially Linda Falcoeio.	N/A.	Individual adoption support provider.
	It uses and abuses foster parents.	Individual adoption support provider.
Fine job.	Fine. Thank you!	Individual adoption support provider.
Always return my phone calls, treats me with courtesy and respect, takes as much time as needed to address and solve problems.	No complaints - Keep it up! Thank you!	Individual adoption support provider.
Interstate adoption - Extremely helpful and very friendly.	I have tried several times to change my address where checks are mailed to and cannot get this accomplished (tried 2 addresses and no response).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Provide address or phone number for contact. My payment is deposited directly - my statement comes to an old address - there is no contact # or address on payment verification.	Individual unknown provider type.
They are responsive and address my concerns promptly.		Individual adoption support provider.
I had the most considerate workers. I could not ask for more helpful workers.	Nothing that I see.	Individual adoption support provider.
Getting back to me on any situation that comes up that I have a question about.		Individual adoption support provider.
Adoption support has been very helpful in meeting our needs. Thanks!		Individual adoption support provider.
Provides prompt return phone calls.	Provide quarterly newsletters of some sort, so that adoptive parents could know what resources are available to them.	Individual adoption support provider.
Refers me to the right staff when there is a problem.	Foster care caseworkers get their paperwork on time and make sure it is the right rate!	Individual foster care or relative care provider.
My accounting assistant usually deals with them, not myself.	Pay us \$8,000 owed from 2001. They've been saying we'd be paid for the last 7 or 8 months, but all we get is the runaround!	Agency foster care or relative care provider; 150 employees.
Always return calls, answer questions, try to fulfill requests.		Individual other care provider.
We have the call center. I think it works very well and am trying to get other providers past the fear of not talking to an individual caseworker.	We have been told of imminent changes - such as the way the Activity Fee and Non-Standard hours are figured. I have received a new "Activity Fee" (1-20 hrs., instead of 20 hrs), but no explanation of what now qualifies for this fee. That information should go out WAY before the changes are made.	Individual foster care or relative care provider.
75% don't know how to do what I want, like fix an error.	Not have to wait 15 minutes or more to talk to someone - and know how to use computer.	Individual foster care or relative care provider.
They go out of their way to make things run smoothly for us.		Individual transportation provider.
Speedy response time.	Check in - personal assigned case manager checks with me periodically.	Individual counseling or psych evaluation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Payments are very timely. We really appreciate that.	Just keep on doing what you are doing.	Agency childcare or respite care provider; 10 employees.
I get what I need in terms of treatment, update notices. Payment is always on time and accurate.	Slow to terminate a client once I've called or sent in a notice to close the case. I'm guessing to Tx [treatment] plan period is just allowed to run out.	Individual more than one type of service provider.
	Having a person such as Marcella Gross to touch base with when ?'s [questions] arise. 0 or 1-800 # with no name to contact.	Individual other care provider.
Customer Service is excellent. I call all the time because I need specific information about a request for funds, and always! Always! Receive the help I need in a quick manner.	Have all divisions allowed to access database at any time.	Agency other care provider; 11 employees.
Process payments quickly.	Return phone calls more promptly.	Individual adoption support provider.
Adoptive SW [social worker] has been helpful, returns phone calls in a timely manner.	Keep staff happy, reduce stress or workload for SW [social worker]. This may prevent high burn out rate among SW and turnover rate, so they can provide better services for our kids!	Individual foster care or relative care provider.
Staff tries to stay "in touch" by phone - large caseloads and client time eats up a lot of time.	More advance paperwork for background - family contact with other therapists.	Agency other care provider; 1 employees.
	Payment for therapy for adopted children should be higher. It is not competitive with other forms of payment for therapy.	Individual counseling or psych evaluation provider.
Mostly OK, within budget constraints.	See above.	Individual counseling or psych evaluation provider.
I like the new phone-in system for our invoices, and the childcare questions line. Seems like problems get settled faster now.	Award letters faster and accurate, better communication with childcare providers.	Agency childcare or respite care provider; 15 employees.
Teach social workers and licensors to talk to foster parents - not to make CPS referrals without all the information. Lynese Cramer is an exceptional CPS worker, she treats foster parents with the respect and courtesy that we deserve.	It will never improve - we have had meeting after meeting. Foster parents want respect and to be treated like adults not children.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Most caseworkers work with the home as a team. Although some place judgment and choose not to use the foster parents as a team (they don't keep foster parents informed).	Don't be so judgmental.	Individual foster care or relative care provider.
Great service coordination!	Offer more training for foster care providers in Okanogan County area.	Individual foster care or relative care provider.
Answer my questions and solves my problem in a reasonable time.	I don't have any idea.	Individual foster care or relative care provider.
Return phone calls - assist with whatever they are able to assist with.	Better funding.	Individual foster care or relative care provider.
Regional office very helpful.	Remittances sent for ALL payments, including electronic payments.	Agency transportation provider; 20 employees.
	Listen to the TRUE concern and not what they ASSUME is the issue.	Individual other care provider.
Medical and dental.	Call backs and follow ups.	Individual other care provider.
Provide caring and dedicated employees!	Don't overload the caseworkers!	Individual other care provider.
Nothing.	Return calls!	Individual other care provider.
	Touch base personally with the families, and see if there is anything else DSHS could do.	Individual other care provider.
Sonia Kim, Allison Moone's assistant, has really made an effort to help with payments. She is with King County.	Communication is important. It is so big an organization, no one knows who handles what. Can go around and around looking for information and answers.	Agency other care provider; 98 employees.
Prompt answers to my questions - through Michelle Beebe, social worker. Timely payment for foster care and for transportation reimbursement.	Pay more for foster care - it does not really compensate us for what we go through on behalf of these kids!	Individual transportation provider.
Usually pay promptly.	Provide more live people to speak with.	Agency childcare or respite care provider; 73 employees.
Sending monthly checks - good about notifying (re: July check's a little later).	We are out of State - feel they are doing very well with monthly check's and occasional surveys.	Individual adoption support provider.
Some SW [social workers] are excellent - others don't seem to care at all!	Answer the stupid phones, return calls!	Individual adoption support provider.
	Keep information up to date (such as: address and phone numbers).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Classes on childcare, information about sources to help children.	"New" foster parents need more help getting information on the kids! Medical records and sources to help!	Individual adoption support provider.
	Answer calls.	Individual adoption support provider.
Not much contact. Maybe due to foster care from 1971 to 1994. My needs have mainly been special professional care, which often DSHS referred us to.	So far nothing. I'm helped when needed, but haven't needed for a long time. Our adopted, may need help as an adult. She will need more schooling to compete.	Individual unknown provider type.
I have been most pleased with the promptness I've been so grateful for.	I've no complaints.	Individual adoption support provider.
Answers questions fast! Returns calls within the day.	Continue to send adoption support information (any updates, what is covered currently).	Individual adoption support provider.
Answer all questions when needed to be answered.	?	Individual adoption support provider.
1. Return calls promptly. 2. Answer all questions completely.		Individual adoption support provider.
They're available. They return my calls, if not.		Individual adoption support provider.
Send checks promptly - that is all they do for us.	Annual phone call to check up and answer questions.	Individual adoption support provider.
Answers my questions. Help me with what I need help with.		Individual adoption support provider.
Whenever our checks have been late, they are always nice and check for us.		Individual adoption support provider.
My adoptive services have been good.	Have a caseworker available to answer questions and concerns of foster parents. They are 90% of the time unavailable and no one to help!	Individual childcare or respite care provider.
Very helpful when we adopted our daughter 6 years ago.	Make foster parenting to adoption more available.	Individual adoption support provider.
The call center people have always been nice and helpful to me and parents who have used my phone to call.	Some of your licenser staff need to get off their high horses. They are not better than the rest of us, but they act as if they are. A big majority of us feel as if you are trying to close home childcare and push for centers.	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
If I need a question answered or a problem solved - when I call there is always someone nice and attentive to help me.	I'm afraid I have no suggestions! I am satisfied.	Individual adoption support provider.
We have only one problem. What we were told the State would do for the children prior to adoption is different than the support we are getting now.	We were told all the children would be covered for medical and (client name on card) for physiological (even if he needed a special treatment center). Residential treatment center, but they didn't relay that in the adoption and his counselor has recommended a treatment center, but our hands are tied. Please respond [ph# removed].	Individual adoption support provider.
Answer my questions.	Offer more informaton and elaborate more on services offered.	Individual adoption support provider.
Answer questions in a professional, clear, and friendly manner. Courteous. Give directions when asked for where or what needs to happen.	N/A.	Individual adoption support provider.
DSHS has always helped us with any questions or concerns in a timely fashion (returning calls or relaying information, etc.).	I cannot think of anything. We've been happy with our service.	Individual adoption support provider.
We receive all of our coupons and checks in a timely manner.	Please don't stop medical payments for prescription drugs.	Individual adoption support provider.
Usually prompt payment and returning of phone calls.	1) Give me more information about tenant. 2) Pay each month from State, landlords could lower deposits and rent. More emphasis to tenant on paying rent on time, teach children how to be good tenants.	Individual other care provider.
Answer all questions efficiently.	Always have good service with nice people.	Individual adoption support provider.
During the adoption process everyone was helpful and courteous.		Individual adoption support provider.
We contact DSHS rarely, but last year a check was stolen from our box. They were very prompt and helpful. Other contacts (re: physicals for our kids, etc.) and inquiries have been positive.	Maybe an occasional newsletter update with names and numbers, information on services, etc. We've had such a positive experience with foster and adoption, would love to encourage others to be involved.	Individual adoption support provider.
DSHS staff is very prompt in answering any questions and to send me information by mail.	Nothing.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very helpful and polite.	Need a contact name of a specific person who handles billing. The caseworkers sometimes don't understand what we ask for.	Agency more than one type of service provider; 14 employees.
Adoption Support Staff - Great.	Other staff usually rude.	Individual adoption support provider.
In my experience, they have always done everything they can to support and nurture "the whole" of our adopted family.	I have no complaints.	Individual adoption support provider.
They answer my questions.	N/A.	Individual adoption support provider.
Treats me with respect, informs me promptly, and answers my questions. Lets me know my needs are important too. Takes care of problems quickly.		Individual more than one type of service provider.
We almost never communicate with DSHS.	Nothing.	Individual adoption support provider.
Answers questions, provides services and information that we need to provide for our kids. Always supportive.	Make it easier to get professional, health, and counseling care. At least pay a higher contract rate, so we can get the best treatment for our kids.	Individual adoption support provider.
	Help with childcare when the adoption is final.	Individual adoption support provider.
They are always there to answer any questions we might have.	To not keep changing caseworkers.	Individual adoption support provider.
	As a child reaches 18 and support stops, DSHS could help parents get the help needed for special needs children.	Individual more than one type of service provider.
They are better now to explain things to you than a few years ago, and they return phone calls sooner.		Individual adoption support provider.
We don't have much contact with the Department, but when we do, the person is usually helpful (over the phone).		Individual adoption support provider.
Help us with problems and how best to solve them.	Toll free number.	Individual adoption support provider.
They have always answered any question I have had very promptly.	There is nothing I can think of. They do a great job!	Individual adoption support provider.
	It is sometimes difficult to reach my worker.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Get some respite care outlets and numbers for care in area person is in. Let you know how much can be paid for the respite care.	Individual adoption support provider.
	I've been told by several pharmacies that they will no longer accept DSHS coupons. Now where do we go or what do we do?	Individual adoption support provider.
Provide information as I need it.	Nothing, thank you - they act on my request when I call.	Individual adoption support provider.
They try to keep me informed.		Individual adoption support provider.
If I needed any help - which I might because my little girl asked about her real mother. She got a chance to see her at the end of the month.	At the present, I am doing well with my adopted daughter.	Individual other care provider.
Nothing.	Give help to foster/adoptive families - not just leave once the child is adopted.	Individual adoption support provider.
Everything is OK.	Everything is OK.	Individual adoption support provider.
I don't need help often, but DSHS has been extremely understanding and quick to respond to adoption support issues.		Individual adoption support provider.
Keeps me informed. My much needed check and medical coupons are always on time - the one time a year I am given a gentle reminder.	I don't get food stamps - but I could really use free school lunches. Three children in school is hard when my husband is getting unemployment.	Individual adoption support provider.
Adoption Support Program staff are excellent, especially Jan Lammers.	Customer service training for staff in Omak Office.	Individual adoption support provider.
They always are helpful with every request, whether for information or forms. They process all requests in a timely manner.		Individual adoption support provider.
Miss Luncinda always listens and has time to help when you need it.		Individual foster care or relative care provider.
DSHS staff responds to needs/questions in a timely manner - we have had a good relationship for the most part.	The staff is gun-shy and intimidated by the rules and regulations which results in secretive information, these are some things that caregivers need to know.	Individual other care provider.
Call me to take foster children.	Return my calls, answer my questions.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	We need to reassess our payment arrangement: When we went from foster care to adoption support we underestimated our need. Now the payment doesn't cover even the minimum of our additional expense. We didn't get into this for the money - but it has become an issue. We could've used better guidance on financial support from the beginning	Individual adoption support provider.
Several caseworkers are doing the work of many.	I have some calls (of an important nature) never returned.	Individual adoption support provider.
	Improve overall customer service, and be upfront about what services Adoption Support provides - a brochure would be nice!	Individual adoption support provider.
Very responsive with call backs. Very thorough with paperwork and evaluations.	Less paperwork.	Individual adoption support provider.
They are always helpful.		Individual adoption support provider.
Response time is usually reasonable.	I'm not clear on how to access individual and family counseling services.	Individual adoption support provider.
I have very little contact, but when I do, they call back and respond within 24 hours.		Individual adoption support provider.
Appreciate your counsel and regular financial assistance.	?	Individual adoption support provider.
	Answer phones and return calls.	Individual adoption support provider.
Sends my son's medical coupon and payment on time, always.	I can't think of anything.	Individual adoption support provider.
Courteous.	Give us a number to use for problems.	Individual adoption support provider.
If you CAN talk to a real person and not a machine! If you are asking about machine being respectful, NO! Great thing is they are helping out in the first place!	"Real people", plus not having to call in on Reg.	Individual adoption support provider.
When they come in and get groceries, the check for the purchases comes to us quickly. Thanks. DSHS has always been great!		Agency other care provider; 29 employees.
Make appointments at more convenient times.	Return calls faster.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Provide a long term counselor that specializes in daughter's needs.	Continue counseling and provide funding for special needs child.	Individual transportation provider.
They send me a check every month, and if there is ever a problem they always help.	Not much, they seem to do their job good and in a timely manner, and are very nice to work with.	Individual adoption support provider.
DSHS has personal bilingual staff and that is very much helpful, for at times I cannot understand English for myself.	To have somebody there to cover someone when they are out of the office for lunch, so I don't have to wait an hour.	Individual foster care or relative care provider.
Always answers my questions with courtesy and returns my calls quickly.	Doing a good job.	Individual adoption support provider.
Have no contact.		Individual adoption support provider.
Answers questions in a timely manner.	Have it's right hand tell its left hand what it is doing.	Individual adoption support provider.
Continuing payments and service for those payments is excellent.	Social workers who handle difficult children placed in my care are "variables" in politeness.	Individual adoption support provider.
The caseworkers seem more than happy to work with you. Very good at their jobs.	The front desk people have been very rude, and I've missed appointments because they have not relayed a message to the caseworker that I was there. Paperwork has also been lost from desk people to caseworker.	Individual more than one type of service provider.
Adoption services.	Have/employee more people of color.	Individual adoption support provider.
I am a provider. I receive referrals. I am an adoptive and foster mom.	Don't know. Give cell's to people for educational offers.	Individual adoption support provider.
We don't have much contact with any one person or office at this point.		Individual adoption support provider.
	Turn paperwork over faster.	Individual adoption support provider.
Very pleasant when talking face to face.	Return more phone calls. Release more information.	Individual adoption support provider.
Handling any problems that occur.		Individual adoption support provider.
DSHS provides medical coupons and adoption support for my 2 adopted boys. Thank you!	I would like to be able to chose the counselor/psychologist my boys see rather than go to BHR.	Individual adoption support provider.
Just there to answer my questions.	I sometimes have to wait a long time for a call back from a caseworker - smaller workloads.	Individual foster care or relative care provider.
Informative.		Individual other care provider.
Very timely responses.	Give greater access to information sources.	Individual more than one type of service provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Return calls, inform us when not in office for a time, keep on top of paperwork - right now I am a month and a half behind. You people owe me.	Individual transportation provider.
Before the adoption was final, (specific DSHS staff name) was very rude. Now, since the adoption has been final, she is very helpful. Jeanore Koestro was very good and helpful (Jefferson County).	When going through the adoption, things are very stressful and adoption support staff should be more supportive and kind. I was told my kids would have the same problems if they were my own. This is a very untrue statement and very offensive.	Individual adoption support provider.
Home inspections are prompt. Regular visits from social workers.	Timely payments. Late far too often.	Individual more than one type of service provider.
They promptly return phone calls. Payments are always made on time.	Is it possible to have direct deposit payments? It would save you time and money, and be more convenient for me.	Individual adoption support provider.
Return my phone calls promptly.	Everything has always been great. Anna Tran is wonderful. And Char Newport too!	Individual adoption support provider.
I have adopted two children, the worker I had for both kids was great and very helpful.	Provide more information on foster children - Had difficult time finding and obtaining immunization records.	Individual adoption support provider.
Adoption Support is very helpful. They answer calls and questions promptly. They strive to provide the best services for kids.	The foster care system was awful to work with. The caseworkers for the most part were very slow in getting things done and treated us like we were stupid.	Individual adoption support provider.
Everything.	Nothing.	Individual adoption support provider.
	I do not like the call centers (example: Burien, WA Office). It is better to have one regular person to communicate with, instead of a different person each time I call.	Agency childcare or respite care provider; 200 employees.
Foster parent support program is very helpful. Caseworkers are responsive.	DLR [Division of Licensed Resources] could take a more "team" like attitude when working with foster parents.	Individual foster care or relative care provider.
Some staff are eager to help and give you information, but others seem too busy and make me feel I'm bothering them.	Call us right away when a parent has been okayed for childcare. Parents can't start here unless we have verbal or written okay for payments. The written form takes several days (maybe even weeks).	Agency childcare or respite care provider; 16 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Most staff are willing - some are not - to check into information needed to properly bill for childcare.	Yakima childcare center needs to call to: 1) get proper provider number and rates on every child. 2) be more responsive when agency calls to verify care is approved.	Individual childcare or respite care provider.
I never really talk to anyone directly. I use the automated billing.	Nothing really, they do a great job.	Agency childcare or respite care provider; 100 employees.
Providing medical help.	More call backs, call to see how families are doing. I need a special school for my child.	Individual foster care or relative care provider.
Diane Engust and Cheyl Annis in childcare are great, well informed, and very helpful.	Our DSHS-OCCP local licensor is not very helpful and very rude at times - she could be more respectful of providers.	Individual unknown provider type.
Efficient, courteous, helpful.		Individual adoption support provider.
Caseworkers have been very courteous to speak with.	My experiences with e-mail left room for misunderstanding. On new placements send a checklist of what needs to be accomplished and by whom A.S.A.P. Day care should routinely be available as an option for respite.	Individual more than one type of service provider.
Follow through when important - "well". Help with billing problems/care for kids - almost all workers "well".	Occasionally - CPS be more aggressive with abusive parents. Few workers could be more consistent - rare exception.	Individual counseling or psych evaluation provider.
	Provide transportation to help out with doctor appointments to and from respite periods. Up cost of living rate every year.	Individual foster care or relative care provider.
Sometimes you get a nice person.	Attitude - Talking to you on the phone - they make you feel you are stupid.	Individual childcare or respite care provider.
I can rarely reach them directly, so I am unsure.	More customer service availability. The representative I did speak with seemed ignorant of her job.	Agency other care provider; 15 employees.
Most in management respond in a timely manner.	Get a payment specialist in Seattle South King County, Social Services is only one where payments are 2-5 months late.	Agency unknown provider type; 28 employees.
It's very easy to submit an invoice for payment, very convenient too.	Be easier to reach.	Agency childcare or respite care provider; 9 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Prompt payment after using the call in system.	Return phone calls, do health and safety checks in the child's current home. Hold in services at night or on weekends - some with information meetings, more opportunities to take foster pride in various increments.	Individual other care provider.
Everything.	Nothing.	Agency other care provider; 15 employees.
Returns phone calls and try to resolve any issues right away.	?	Agency childcare or respite care provider; 20 employees.
Always good, never has any problems.	Always nice and good mood.	Agency other care provider; 5 employees.
DSHS listen to my needs and then comes up with a plan to help.	N/A.	Individual other care provider.
Some caseworkers are great, some are not.	Be HONEST, no secrets!	Individual other care provider.
Clothing vouchers take a toll off of monthly costs besides food, electricity, phone, etc.	Return phone calls.	Individual foster care or relative care provider.
I appreciate how everything is handled so quickly over the phone. I have never had to wait either on the phone or via mail for anything.		Agency other care provider; 3 employees.
It helped me set up my plan - I unexpectedly got two grandkids to raise and they were wonderful.	Maybe have once a year renewal for people like me with young children - save on paperwork and frustration.	Individual other care provider.
Much better this year 2002 - before RUDE! They are very good about giving me verbal authorization, so clients can start right away.		Individual other care provider.
Understanding different states situation - supportive.		Agency childcare or respite care provider; 16 employees.
Your social worker in the South Bend Office is excellent - always returns calls, and is very helpful.	Keep Mr. Lawson in your South Bend Office.	Agency unknown provider type; 100 employees.
Always calls back the same day, very helpful, and answers all my questions and concerns.	Can't think of anything right now.	Individual other care provider.
Identify the reason we have received a payment when I do not show the payment as a receivable.	I am satisfied with DSHS help.	Individual foster care or relative care provider.
They respond to my questions quickly and help me with the paperwork.		Individual foster care or relative care provider.
	More timely - system is SLOW!	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very helpful and informative. Doing a great job!!!		Agency childcare or respite care provider; 15 employees.
	Faster call back times would help. Better automated choices, not very clear.	Individual childcare or respite care provider.
I get my checks pretty quickly for transportation cost.		Agency transportation provider;
Direct deposit.	Social worker could communicate with me and return my phone calls.	Individual foster care or relative care provider.
Leaves us alone, very few phone calls, hardly visits.	Follow through when social workers say they will assist.	Individual foster care or relative care provider.
Melissa Whittmayer has been wonderful. I have actually been very lucky to have worked with helpful people in DSHS.	I can't think on anything at this moment.	Individual foster care or relative care provider.
Listens, takes to responding to my needs and concerns.	Get allotted more money out of State budget to have more workers.	Individual childcare or respite care provider.
Assist on problems to be met.	Keep in contact on a more timely basis. Get medical/school information more timely.	Individual other care provider.
	Cancel the call center! It takes too much time! To confusing!	Agency childcare or respite care provider; 100 employees.
	If we work hard for the children, we believe we should not have to fight to receive the payments that others receive. We would love to talk to someone, but don't know who. Our mileage could come faster, we still don't have April's for two of our foster children. I also have payments for 5 months of a rate increase that we have not received, and two months for another child. (Name & phone number included).	Individual transportation provider.
Accounting and disbursements is efficient and timely.	Caseworker/caregiver communication needs improvement. Can never get a live person by phone.	Individual foster care or relative care provider.
Send authorization and payments promptly.	Live person answering phone in less than two minutes.	Individual counseling or psych evaluation provider.
Depends on the person on DSHS staff you talk to.	Remember monies are not coming out of their pocket - most people truly need their help.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Assists in problems.	Phone answering.	Individual foster care or relative care provider.
Not a lot.	Return calls in timely manner, and treat foster parents with respect, and stop acting like they know everything and we know nothing (Mt. Vernon Office specific DSHS Staff initials)!	Individual foster care or relative care provider.
Phone messages telling caseworker schedule.	Listen, respond, follow DSHS guidelines - "kids in care for one year." I have had one for 16 months - no end in sight.	Individual foster care or relative care provider.
Very well, everyone that I have talked with has been more than helpful.	The SSPS line is confusing for first time users.	Individual other care provider.
Depends on which office you're talking about - some are awesome, some stink all the way around.	Pattern all offices more like Monroe's office (as far as working as a team) or with Shari Lemberton, EJ office.	Individual foster care or relative care provider.
Has a few caseworkers that really care about how the kids feel - not all do.	Listen to the kids more clearly and decipher the lies from the truth.	Individual foster care or relative care provider.
Usually good about sharing records.	Make regular contracting easier to accomplish, some workers have trouble getting approval.	Individual other care provider.
	Keep us notified when changes occur in a timely fashion - remember confidentiality.	Agency childcare or respite care provider; 25 employees.
N/A.	N/A.	Individual adoption support provider.
Explain things that I don't understand.		Individual adoption support provider.
Prompt payments, returning phone calls from adoption support staff.	Have a contact person (even after adoption) that isn't so overloaded to help with ongoing issues as the children grow, continue with respite care.	Individual adoption support provider.
Return phone calls promptly, no problem with referrals.	We've been pleased with level of support we've received - not that a raise wouldn't be appreciated (smile).	Individual adoption support provider.
They helped me with my paperwork if I needed help with them.	Nothing, not yet anyways.	Individual adoption support provider.
They are willing to listen.	Return phone calls.	Individual adoption support provider.
Generously gives us this monthly check - it has been a life saver.		Individual adoption support provider.
Take the information we give them and try to expedite services or deadlines.	Continue to improve the use of foster parents in the decision making process.	Individual foster care or relative care provider.
Provide the needs of our son in a timely fashion.	Nothing different.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Communicate.		Individual other care provider.
Calls with reminders on new policy and procedures.	None at this time.	Individual family preservation services or home based services provider.
Answers questions, do their jobs well.		Individual foster care or relative care provider.
Foster parent assistant has been an added help and appreciated.		Individual foster care or relative care provider.
Caseworker (childcare) Terry Sanchez - especially helpful and courteous. Licensor Debbie Loraine - very helpful and makes you immediately feel comfortable. Judy, with payment subsidy hotline, is also wonderful.	Maybe be more available - voice mail is often reached.	Individual childcare or respite care provider.
They keep us informed on the things about the children in what we should know.	Not a thing, they do very good now.	Individual transportation provider.
Always available to investigate and answer questions (re: service, billing, classification). I'm very satisfied! My sincere appreciation to ALL social workers (DCFS, CPS, FCAP).		Individual other care provider.
Great job of arranging for services for the children in my care.	Children in my care are identified for adoption. The oldest has been in my home almost two years, and parental rights have not yet been terminated.	Individual other care provider.
When I say these children need HELP, I get quick help from Mark Tiegler. All caseworkers are so supportive and appreciative.	Quicker help when children destroy things at my home.	Individual more than one type of service provider.
Answer my phone calls the same day.		Individual other care provider.
Addresses my concerns quickly.	Make it easier to get kids into counseling, without a waiting list that's months out.	Individual foster care or relative care provider.
Once I can get through to them, they help me with whatever the need or problem is.	Return phone calls more promptly.	Individual foster care or relative care provider.
Timely payments, easy to access staff when needed.	Reduce the ongoing training requirement in our contract from 30 hours/year to 15 hours. This requirement reduces continued volunteer participation.	Individual unknown provider type.
Very informal - plain speaking and very prompt.	Teach DES in Arizona how to work with and help us.	Agency other care provider; 14 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Adoption Support staff have been very helpful and supportive with advice and guidance, especially concerning services.	Social workers vary, either very good or hostile, insulting, and unfriendly - I've had both - the last social worker was the reason I withdrew from foster parenting.	Individual adoption support provider.
Have the child's best interest first.	N/A.	Individual adoption support provider.
Checks are automatically deposited.	I have no problems.	Individual adoption support provider.
Provides emotional support, as well as financial.	Return phone calls more promptly. Stop using "Service Alternatives" or get them to hire more experienced staff.	Individual adoption support provider.
	Not lose paperwork.	Individual adoption support provider.
Any questions we have are answered politely, with a great attitude. Professional, and treats everyone with dignity and respect. Good Job!!!	Double our adoption support (smiley face) - just a thought.	Individual adoption support provider.
Listens and responds in positive ways! Thank you!	Not sure.	Individual adoption support provider.
Answer questions regarding Adoption Support services. We have been treated courteously on all occasions.	We are satisfied with the information we've had.	Individual adoption support provider.
	Quicker processing of requests like ICPC's.	Individual adoption support provider.
	Better communications between departments, share forms/ paperwork.	Individual adoption support provider.
Understanding the cost of raising children.		Individual adoption support provider.
They help me each month.	It is fine.	Individual adoption support provider.
They are all great, and very courteous whenever I call. You have a great staff on board.	Provide a contact phone number on your support check's, so contacting you of any changes would be much easier. When I moved I had a heck of a time finding the right phone number to keep you updated.	Individual adoption support provider.
There are some excellent workers, but most of them leave.	Clone Jonah Idozak! Workers can be/are vindictive if you do not agree with them - it is their ego, rather than child welfare!	Individual more than one type of service provider.
AAA - CFS.	Not much - do well.	Individual other care provider.
Prompt responses to questions and issues. Hiring people who have a sincere passion for helping kids.	Continued sincere interest in partnering with attendants/parents, surrogates, etc. . . In helping our kids.	Individual foster care or relative care provider.
Clear information about billing dates.	Provide copies of the current bill.	Agency other care provider; 2 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Providing timely information/reports.		Individual counseling or psych evaluation provider.
Keeps me informed, returns calls promptly, fair, courteous - Great Agency.		Individual transportation provider.
Listen to my needs.		Individual adoption support provider.
Sending relevant reports on clients, phone contacts periodically, submitting my bill for payment on a timely basis.	Nothing that I can think of.	Individual counseling or psych evaluation provider.
It helps in everything.	Help more people qualify in your services.	Individual other care provider.
	The caseworkers that I have been working with have been very impatient and rude. When calling the caseworkers, they should keep their comments to themselves. They are supposed to be working with you to help you.	Individual foster care or relative care provider.
1) Returns calls quickly. 2) Polite and helpful.		Individual other care provider.
They usually return phone calls pretty regularly and listen to problems. They just don't have many solutions.	Not be so "happens all the time" attitude when foster parents are concerned about bad behavior in a child.	Individual foster care or relative care provider.
They don't give out my address.	Take pictures of children and family members as children come into care.	Individual foster care or relative care provider.
	Return calls from voice mails. . .MAA on hold, long message, then disconnected.	Agency other care provider; 8 employees.
	Now that there is a call center, its quite difficult - No caseworker. Have the person with the case and knows the situation there to help. It would be nice to know the client had been cut before care was done.	Individual other care provider.
	Provide better payment for caregivers of young adults who need total care. \$7.18 an hour is a slap in the face.	Individual foster care or relative care provider.
Try to make meetings around my time.	Get to know the kids, they are not just a number and case.	Individual foster care or relative care provider.
They get me what I need to serve them well.	Provide means to compel some employees who do not cooperate well.	Individual other care provider.
The workers I am working with understand the children I have in my home.		Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Some are very helpful. Others don't seem to want to help as much.	Call back the same day.	Individual other care provider.
The automated invoice express system is convenient and easy.		Individual more than one type of service provider.
	Return phone calls promptly!	Agency childcare or respite care provider; 5 employees.
Phone calls are returned.	When I ask for services for my foster child (i.e. counseling, medical), I feel that I am often "put off". They (social workers) have seemed irritated that I've asked.	Individual foster care or relative care provider.
They answer questions and refer me to correct individuals when I need help. Adoption Support folks are wonderful.	I don't require lots of help, so this isn't relative for me.	Individual adoption support provider.
We rarely have direct contact - occasional contact (re: adoption).	Less electronic "answering" - "real" people handle calls better.	Individual adoption support provider.
Most are courteous and respectful.	Return calls promptly. They are too overworked. They need smaller caseloads. Know the people regarding cases. One caseworker we had in Pierce County had to be constantly reminded that the child was a girl (not a boy) and we were related to the child - very frustrating!	Individual adoption support provider.
I haven't had a need to contact them for a very long time.		Individual adoption support provider.
Adoption personnel were very helpful and thoughtful.		Individual adoption support provider.
Good collaborative and role definition.	Actually, I am quite pleased by DSHS staff that I work with.	Individual counseling or psych evaluation provider.
Keep us informed on events and training.	Return calls, follow-through.	Agency childcare or respite care provider; 3 employees.
Everything, excellent county to work with.		Individual other care provider.
Understands importance of family system support - treating patient in a social-cultural context.	Send yearly update (through manual or website notice) of community services/lead program staff to contact with telephone numbers. Provided in my county and neighboring counties.	Individual counseling or psych evaluation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
My Licensor and Social Worker's are very helpful when I need them to be.	Upper management could get a better understanding of Foster Care before making decisions that effect all of us. Becoming more pro-active would be wonderful, rather than crisis driven.	Individual foster care or relative care provider.
Answer questions, helps when extra money is needed.	They are doing great.	Individual other care provider.
	Return PHONE CALLS! I call the social worker every day for a week, and still have not received a return phone call.	Individual foster care or relative care provider.
Day care.		Individual childcare or respite care provider.
Offers classes/training, tells me where to go to get special help or schooling for the children.	Answer phone or return calls sooner.	Individual transportation provider.
Never.	You know.	Individual other care provider.
Getting paid in a timely manner.	Have the workers more available.	Individual other care provider.
Social Workers are available and responsive when I need them. Resources and support are easy to access.	Those who are in "upper" management could work harder to get "the whole story" before making assumptions about what is or has happened. They could be MUCH more supportive to Foster Parents, rather then assuming the worst with a portion of the story. They could get to know foster parents and their jobs.	Individual foster care or relative care provider.
Provides the assistance we need for therapeutic foster care for our children.	They could keep our pay level the same as the beginning rate, even though the children are doing BETTER. To reduce our income for doing a good job seems backwards.	Individual other care provider.
	Yes, it needs to improve. Where? Payments to providers - often tells my mom they didn't receive their paper turned in - when they did do it. Payment to providers held up. We work with children, we should be paid, regardless of moms paperwork out. I have twice been held up, am still - DSHS still owes me April, May and June.	Individual unknown provider type.
Get information to me as needed in a timely matter - payments on time.	Not applicable at present.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	I always get a machine. PLEASE return my call. I know they're overworked, I try to allow for that. I very seldom call.	Individual other care provider.
	Better respite care for foster parents, better pay for in home, non-relative care providers (in-home day care).	Individual foster care or relative care provider.
Caring, professional, excellent follow through, flexible.		Individual counseling or psych evaluation provider.
They are there when I need them.		Agency other care provider; 20 employees.
Keep us well informed of all their decisions. They work to get children into a permanent home.	Open a contract that is effective for the 12 month fiscal or calendar year period, during which we are able to place Washington State children.	Agency adoption support provider; 32 employees.
You have a few good social workers.	RESPECT. Quit the power trips - remember that the job is for (to help) the children, not self satisfaction.	Individual foster care or relative care provider.
Pamela Weber Stecker is great as a placement desk person.	Pay my day care on time, pay foster parents on time, return phone calls, do what they say not just talk. Keep me in the loop on what's happening with children. Guardians seeing the children. Not shuffling children out of the system because there's worse	Individual other care provider.
Prompt in answering questions and returning phone calls.	Make your paperwork MORE UNDERSTANDABLE.	Individual other care provider.
Always answers my questions! Gets back to me when I call.	Be available when I call.	Individual other care provider.
They are generally prompt with information and approval.		Individual childcare or respite care provider.
Placement coordinator informs us of all the information they have about a child's behavior prior to placement, which really is important because caseworkers are hesitant to do this.	Process payments in a timely manner and accurately. Every month there are at least two errors/mistakes on one voucher/invoice requiring many calls to get corrected.	Individual foster care or relative care provider.
Answer questions, be informative of DSHS policy and procedure. Care about the kids and help get what they need.	Return calls, help with transporting to visits, counseling etc.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Karen (who scheduled psychological evaluations in King County) was responsive.	Payment notes for psychological evaluations are too low. In addition, it ALWAYS takes longer to complete the evaluation then DSHS allows - usually by 1-2 hours.	Individual counseling or psych evaluation provider.
	They could respond to us and our families better.	Agency childcare or respite care provider; 18 employees.
Jason Whitney is great. He always is prompt in returning calls and doing what is requested. Thanks!	So far, so good.	Individual foster care or relative care provider.
Easy to read copies, timely responses.	More name of clients on checks or attached paperwork (not just case numbers).	Agency other care provider; 50 employees.
Responds to needs.	Better communication to agencies about clients - perhaps e-mail.	Agency other care provider; 180 employees.
Find invoices not paid.	1) Put address of DSHS office on vouchers. 2) Send prepaid envelopes with each voucher, since it is required to mail back stamped vouchers.	Agency other care provider; 100 employees.
Return calls, process paperwork in timely manner.	Be more honest and upfront about the cases and the available assistance for foster parents. Help with transportation, and appreciate our services.	Individual foster care or relative care provider.
From adoption support, timely billing. From DCFS, not much historically.	Timely communication when priorities shift.	Individual counseling or psych evaluation provider.
We don't have much dealing with them now - but relations have been mostly good.		Individual adoption support provider.
Tries to answer any questions I have.	I sometimes get different answers to the same question. Calls are not always returned promptly.	Individual adoption support provider.
Local contacts with DSHS staff are very helpful and supportive.	DSHS in Olympia doesn't have a clue and is greatly responsible for driving up costs substantially while cutting compensation. Many providers can no longer afford to keep State paid clients.	Agency other care provider; unspecified number of employees.
To stay in touch and answer any questions we might have.	To make sure when they place a child they know more about their background.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They work very well in helping us figure out how to solve our problems. Even going the extra mile to find solutions.	I really don't know.	Individual adoption support provider.
	Do paperwork right the first time.	Individual foster care or relative care provider.
Answers my questions, supports my adoption. Sherry Thout is unfailingly kind and helpful. She returns my calls promptly and is very efficient in facilitating adoption support services for our children.		Individual adoption support provider. Individual adoption support provider.
With the first child, everything went well. But now with the second child, I never hear from you: no medical card or anything, no help whatsoever.	I need a medical card for the second child you placed in my home June 21, 2002, and school records/medical records.	Individual adoption support provider.
I have limited contact with staff.	I do appreciate the mailings to keep me updated.	Individual adoption support provider.
Avoid phone calls.	Answer your phone calls.	Individual adoption support provider.
Just asking us is a big plus. Foster parent liaison helps so much!	Lighter caseloads so caseworkers actually have time to breathe while they do everything that's required. The phone calls could be answered sooner than 24-48 hours	Individual adoption support provider.
They are understanding and try to work fairly.	Often times I am paid late because paperwork doesn't get processed. This really affects my family.	Individual other care provider.
There is always someone to talk to, even when a caseworker isn't available.	1) Return phone calls sooner. 2) If caseworker leaves town, let us know. 3) Receive respite payments or vouchers in timely manner.	Individual other care provider.
Try to answer questions or help me find the right department or agency.	Sometimes to be a little more kind on the phone, I know everyone has a day or two that's really bad, but then again we all do - it's just more professional.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We now have phone numbers for our DSHS staff and we have easy times getting ahold of them.	Pay our rate, make rates consistent, inform us of changes in procedure guide to qualifications for who can obtain assistance. Better flyers - tell us something on it. Went in person once to assist client, could not get person there to understand I wasn't the client.	Agency childcare or respite care provider; 50 employees.
Friendly, pretty good day to day communications.	More complete information on child's background, what is known of their case. SYSTEM - MOVE FASTER.	Individual foster care or relative care provider.
Return calls, helped with counseling, respite care, and moral support.	I would like to have known more about the possibility of FAS [Fetal Alcohol Syndrome] and the effects before we adopted.	Individual more than one type of service provider.
The adoption support workers are great, they treat you with courtesy and respect.	But I hate having to renew day care paperwork every six months. Foster care workers treat you with courtesy and respect about half of the time. Keep the information flowing, I hate getting information one week after a form is due.	Individual unknown provider type.
Some of the caseworkers are great to work with, but every once in a while I get one that passes the BUCK.	Return calls in a prompt manner, and not weeks later, or after you request to speak to a supervisor and make other threats.	Individual foster care or relative care provider.
They always seem respectful, knowledgeable, and informed.		Individual adoption support provider.
Margaret Friedal helped us to afford special services for our children's needs by their special needs. It was apparent in all ways that her concern was in the best interest of the children at all times - She was efficient and professional.		Individual adoption support provider.
I'm not in the system except for medical coupons, and there's been no problem to speak of.		Individual adoption support provider.
When we have any problems, they always find a way to get us through.	Honestly, they have always helped us when we had any issues involving them.	Individual adoption support provider.
	When I call, whomever answers never knows what to do or who I need to talk to.	Individual adoption support provider.
Keeps lines of communications open.	I am very satisfied with the workers assigned to our family.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Always willing to meet regarding clients.	Return telephone calls within 24 hours.	Individual counseling or psych evaluation provider.
Return calls, supply answers.	Have a bigger budget. Wouldn't that be nice?	Individual other care provider.
Process adoption cases - the finalization units in Snohomish County and all folks involved are outstanding.	Allow clients to assign payments for finalization costs. It's burdensome to make them pay up front.	Individual adoption support provider.
Adoption Support - treats us with courtesy and respect. Shari Thaut responds swiftly, answers calls promptly, etc.	DCFS - treats us with courtesy and respect about half of the time - Be human.	Individual adoption support provider.
They get me my food stamps.	Explain to me more about different programs that they offer.	Individual other care provider.
Hard working people.	Use online services available.	Individual adoption support provider.
Meetings (re: client) to coordinate treatment.	Inform therapist if there is a crisis or sanction with clients.	Individual counseling or psych evaluation provider.
Answer only questions I have, make suggestions.	N/A.	Individual adoption support provider.
Answer phone calls ASAP.		Individual adoption support provider.
Most of the time they understand the frustration we as parents have (emotional support).	Administration could STOP COVERING up the broken PARTS OF THE SYSTEM - and put pressure on congress, etc. (through media and such) to put children and families first.	Individual adoption support provider.
Call back very soon after I leave a message.	Have more phone numbers available for more resources.	Individual adoption support provider.
Great support.	To finalize adoptions more speedily - 4-1/2 years is too long!!!	Individual adoption support provider.
E-mail! So much easier than the voice mail system.	Be easier to find: one phone #, one computer system.	Individual adoption support provider.
Most caseworkers respond promptly to payment requests.	Return telephone calls PROMPTLY! Return Cathy Dodson to Foster Parent Coordinator. She's an outstanding employee to work with.	Individual foster care or relative care provider.
Prompt payments, easy voucher form.	I'm well satisfied with your service. Note that our school has very little contact with your agency.	Agency childcare or respite care provider; 10 employees.
Keep us informed about the status of the kids in our home.	More information.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Without Adoption Support we could not have the family we always dreamed of!	We have been extremely well taken care of - no idea on how to improve the help we have received.	Individual adoption support provider.
1) Most of the time (when we get ahold of the right person) they are always very helpful. 2) Foster a positive relationship with us.	Better communication with social workers: prompt data entry into SSPS concerning accurate and timely payment.	Agency other care provider; 11 employees.
The automated payment service is great.	When you send us a new client it would be great if the worker called beforehand to let us know the client will be calling for an appointment. There always seems to be confusion over who is financially responsible!	Agency counseling or psych evaluation provider; 6 employees.
	Return phone calls from (specific DSHS staff name). Make respite payments (as promised and agreed upon).	Individual foster care or relative care provider.
They help me to understand the invoices when we receive new children, and help to get them corrected if any problems.	To help advertise in the work places of the different day cares: have a special bulletin board with names and phone numbers only, under glass - not to be torn out by other kids or parents.	Individual other care provider.
Communicates with us with any problem.	Prepaid envelopes with each requisition, since you require that requisition is mailed back for payment.	Agency other care provider; 100 employees.
They answer my question quickly. Help with information that I need for my business.		Individual other care provider.
Generally responsive to concerns, messages - respectful.	Consistent referral system.	Individual family preservation services or home based services provider.
Lynn from Colville Office is awesome - answers questions and problem solves.	Get transportation mileage done faster.	Individual transportation provider.
Caseworker kept communication lines open and always replied promptly.	For this specific contract - everything went VERY smoothly...Couldn't have been better/easier.	Agency other care provider; 10 employees.
Prompt paperwork and returned calls.	Reduce the size of paper/forms to reduce the waste of paper: reduce, reuse, recycle.	Individual childcare or respite care provider.
There are a few well-trained members at DSHS whom we have a pleasure of working with.	A more professional and competent staff, training in customer service, prompt payment on services provided.	Agency counseling or psych evaluation provider; 45 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Follow-up on paperwork that is needed for a case.	Individual other care provider.
They have always taken time out to work with me on whatever issue comes up.	Keep up the good work!	Agency childcare or respite care provider; 19 employees.
Not much!	Listen, return phone calls, be honest, handle claims in a prompt manner - not take 4 months and hurt "our" credit!!!	Individual other care provider.
They are there for all questions and concerns.	They do a great job already.	Agency childcare or respite care provider; 3 employees.
	Prompt and timely payments.	Agency family preservation services or home based services provider; 7 employees.
They always return my calls.	Make payments to the correct names.	Agency other care provider; unspecified number of employees.
Help me complete my forms correctly (ie. respite care and day care forms).	Return phone calls within 2 days. Inform us when employees are out of the office for an extended period. Otherwise, we assume caseworker is not returning calls, when they could be home sick, etc.	Individual more than one type of service provider.
Caseworkers are responsive - clear about requirements, yet sensitive to patient needs.	Increase payment rate - no increase in 5 years!	Agency adoption support provider; 1 employees.
Great communication, timely problem solving.		Agency transportation provider; 13 employees.
They have good follow up with everything that is asked of them.	Provide phone numbers to all the offices in Washington.	Agency foster care or relative care provider; 8 employees.
Not much.	The caseworkers do not respond to telephone calls (specific DSHS staff name) - is one who never answered my calls for clothing of the 2 brothers I received August 2, 2002. FPT	Individual other care provider.
Telephone electronic funds transfer remittance is easy and quick, good training - especially "Foster Parent Scope".		Individual foster care or relative care provider.
	Call center people need to not be so rude. Have one other phone line for providers.	Agency childcare or respite care provider; 4 employees.
Processes vouchers for payment quickly.		Individual other care provider.
Yes.		Individual unknown provider type.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Make connections quickly with the necessary people. Shows compassion for clients needs.		Individual adoption support provider.
Caseworker is accommodating - has helped me clear up billing errors (due to my billing services mistake) quickly and easily. Provided extended services funding when necessary.		Individual adoption support provider.
Lots of things!	Return calls! Same day or at least next day.	Agency childcare or respite care provider; 20 employees.
Can't think of anything new, caseworkers.	Check on foster kids more than they do, or even call to see how they are doing.	Individual other care provider.
Helps with everything well once you get in.	Could do paperwork more efficiently. Lose things a lot.	Individual counseling or psych evaluation provider.
They let me know it will be a long while before they get to the paperwork for my pay or work already done!	Hire more help. Hire some of these people that are out of work - or give them training in your offices. Can no longer have an assistant nor allow any more children due to not getting paid from DSHS correctly. My PT help could not wait for her check.	Individual childcare or respite care provider.
1) Send these cards out to get feedback. 2) I've heard clothing vouchers will now come with the children.	Provide foster parents with access to all the services that providers caseworkers have access to (including their attorneys) for information.	Individual childcare or respite care provider.
I could not do my job as a mental health case manager without the support of the Oak Harbor CSO!!!	The workers at the Oak Harbor CSO always go above and beyond the call of duty to help me and my clients.	Agency counseling or psych evaluation provider; 40 employees.
Some are willing to go out of their way.	Know what the other departments are doing.	Individual other care provider.
Very supportive, stay in contact with me.	So many people are involved and each has a little different perspective. More coordination of direction would make it easier.	Individual other care provider.
Gives me financial and medical support for my adopted child I couldn't otherwise afford, and gave me a WONDEERFUL child!	Make sure tax information is mailed out in timely manner, without me having to track it down.	Individual adoption support provider.
Goes beyond the call of duty to help.		Individual adoption support provider.
Do not really have contact with DSHS anymore - Receive medical coupon and adoptive support check monthly.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Adoption support office has always been very efficient and helpful. Medical coupon information is difficult to work with.	Can't seem to get through on the phone line for medical coupon (our Orthodontist tried for 6 months). Our daughter is covered, but we can't get the coverage - Very frustrating.	Individual adoption support provider.
They return phone calls as quickly as possible, have an answer to a question quickly, and very, very professional and courteous.	Can't think of anything at this time.	Individual adoption support provider.
I don't think they do anything extremely well to work and help us. I feel like I've had to fight for everything that our son was entitled to.	1) Explain what benefits are available and WHAT they can help with. 2) Be more efficient at helping: (a) respond to phone calls expeditiously (b) simplify the process to help.	Individual adoption support provider.
Be on time with checks and coupons. If there will be a delay (as in July every year) they send notice.	Allow for cost of living increase yearly or bi-yearly.	Individual adoption support provider.
Norma Nelson is always helpful, easy to get ahold of, very friendly.		Individual adoption support provider.
Since the adoption we have not seen anyone from DSHS, which is OK.	Nothing.	Individual adoption support provider.
Well, they answer my questions when I speak to them.	I think they should be a little bit more available. There are MANY times when they do not answer the phone and if you leave a message, it's rare you hear back. You have to hope they answer.	Individual childcare or respite care provider.
Respond quickly and personally to any request.		Individual adoption support provider.
	Provide more respite, provide yearly clothing vouchers for school.	Individual foster care or relative care provider.
Willing to talk with me and keep me informed.		Individual foster care or relative care provider.
Supervisors available.	A little more trust in the competency of foster parents.	Individual adoption support provider.
Very cooperative.		Individual adoption support provider.
I have rarely contacted them, but I do not recall ever having problems.		Individual adoption support provider.
They're helping me to keep my kids in a day care/preschool, which is helping them socially.	I haven't needed anything other than day care assistance.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
It depends - some caseworkers are able to process paperwork and information faster than others.	Give more (some) notice of court dates for our foster children. Let us know if our voice would be heard to benefit the children.	Individual foster care or relative care provider.
Quick in returning calls and try to always answer our questions.	Can't think of anything!	Individual foster care or relative care provider.
Gets me what I need most of the time for my children.	Pay respite directly to the person who provides respite to the kids.	Individual other care provider.
1) Request reports in a timely manner. 2) Return my calls quickly...thanks.		Individual counseling or psych evaluation provider.
Information is provided promptly with referrals. There is no pressure to change recommendations in reports.	Have some place to get teens, with significant problems and poor family environments, some help that is not a punitive environment. Quality of current resources is poor.	Individual other care provider.
Very supportive.	I'm happy.	Individual counseling or psych evaluation provider.
Friendly and helpful.	Return calls quicker, get authorizations faster.	Agency childcare or respite care provider; 19 employees.
Keeps me informed.	Keep us in the loop about our foster child.	Individual other care provider.
After 6 months they are finally giving my husband assistance and 2 hospital visits later.	Inform me of all the services available to help with my husband that is disabled and waiting for appeals.	Individual other care provider.
Explain what they need, return my calls.	St. Vincent de Paul is pleased to work with DSHS. If we may be of service please let us know. Thank you again for the business.	Agency family preservation services or home based services provider; 35 employees.
Proper payments in a timely manner!	N/A.	Agency other care provider; 50 employees.
Asher Wimbling is always responsive to the needs of our foster child and our needs as a foster parent.	Pay private school tuition for our foster child.	Individual foster care or relative care provider.
If I need to talk with someone about concerns or ask questions, they will answer or get back to me within 24 hours.		Agency childcare or respite care provider; 7 employees.
	Do paperwork, so we can receive our foster care payment on time. June, July, and 1/2 of August I had to wait for my payments for foster care.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Return phone calls promptly. Also, keep us informed of the progress in the child's case without us constantly needing to ask.	Individual foster care or relative care provider.
Responsive to questions and billing payments.		Agency counseling or psych evaluation provider;
	Be more available when needed, know office and phone hours.	Agency childcare or respite care provider; 18 employees.
Payments are generally timely. Court papers are clear, concise.	Consistency of social workers. Make home visit appointments, then show-up or call (at least)!	Individual foster care or relative care provider.
Everything is satisfactory.	Not sure.	Individual foster care or relative care provider.
Everything is good.	Direct deposit for adoption support.	Individual adoption support provider.
Answers the phone.	N/A.	Individual more than one type of service provider.
Yes.	Notify us of upcoming changes and services - not after the fact!	Individual adoption support provider.
Return calls in a timely manner.		Individual adoption support provider.
DDD will not let me get paid for any of my personal care for my children.	Adoption Support has always been very helpful and kind.	Individual adoption support provider.
Specific caseworkers always returned calls, answered all questions - politely.		Individual adoption support provider.
Workers do well to answer questions and help in whatever way they can.	I would like to know if there are other adoption support programs in our county. The weekday meetings are bad for my family!	Individual adoption support provider.
When I was dealing with my caseworker, everyone was great. All my questions were always answered.		Individual adoption support provider.
Always able to answer my questions. Explain and help me to get to the right people to help me.	Would like to see a listing (with telephone numbers and names) that would be pertinent to my case. Since I no longer live in WA - for their counterpart in NV.	Individual unknown provider type.
Financial and support services to help raise our adoptive child. Washington caseworker (Shari Thaut) is excellent, not much contact with Texas.	We are pleased with the services that we are receiving.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Trainings offered, inclusion (sometimes) in CPT's.	Consult with therapist before simply hanging counselors after several months work. Damaging to client primarily - doesn't help relations with therapist either.	Agency counseling or psych evaluation provider; 3 employees.
Homefinders are excellent resource personnel. Staff at volunteers (drivers) office give great service where workers don't notify.	Better allocation of aides to make sure that all paperwork (ISSP, health, passport, etc.) are sent to foster parents without having to request.	Individual more than one type of service provider.
They had me keep track of hours. Thanks for the check!	They are fine. The boy I have worked with is now 18.	Individual other care provider.
The calls come back to me pretty quickly.	I have called, and a lot of the times the caseworkers had no knowledge of programs! So know programs.	Individual other care provider.
Local staff are helpful in follow up on individual circumstances.		Agency other care provider; 32 employees.
Always answers questions and helps with our needs.	The only way would be to move in.	Individual other care provider.
	Return phone calls.	Individual other care provider.
Gets me placements.	Return my calls, listen to me when we are discussing a child (person), NOT look at paperwork, remember I do receive care.	Individual other care provider.
Returns phone calls in a timely manner.		Individual other care provider.
Has a 1-800#, so it's not always long distance while I wait on hold.	Have a set of rules that doesn't change all the time and depending on which person you talk to. Do what they say they'll do. Have the same staff. We're on the 3rd caseworker since January! Cut the paperwork! Send checks directly to the respite care provider - without all the DOUBLE paperwork! (send it in and call it in, then wait for the check, then send it to the respite care person).	Individual more than one type of service provider.
They are always open to all my questions.	Nothing - They are always helpful.	Individual transportation provider.
Congenial employees, loyal, and recognize my previous work, phone verification of invoices.	Make more referrals. Prompter payment by some employees.	Individual counseling or psych evaluation provider.
I like being able to phone in my billing.	I don't know.	Agency childcare or respite care provider; 11 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Return phone calls.	Individual foster care or relative care provider.
Responds quickly to help solve billing problems.	Process social service notices faster.	Agency other care provider; 20 employees.
Answer questions clearly and politely.	I'm happy.	Individual adoption support provider.
Finds a student aide to transport children.	Hire more people/children oriented social workers. Provide foster parents with better SUPPORT. Find local foster care discounted activities such as: "Laser Tag" , "Silver Wood", "movies", "video rentals", etc. for our children.	Individual foster care or relative care provider.
The front desk person is most helpful - others don't seem to know much.	Have others knowledgeable in helping at counter.	Agency other care provider; 13 employees.
Answer all my questions, very helpful, always friendly and positive.		Agency childcare or respite care provider; 20 employees.
They helped and were courteous.		Individual childcare or respite care provider.
Answers my questions or directs me to someone who can. I think they are doing a great job.		Agency childcare or respite care provider; 14 employees.
Responsive when there are concerns or problems.	Paperwork still is difficult to get the social worker to do in a timely manner - especially payment "renewals".	Individual other care provider.
	Communication - return phone calls. Confidential information should stay confidential. Keep payments coming - update assessments, etc.	Individual childcare or respite care provider.
Our experience has been great - consistently prompt responses to calls, etc.		Individual other care provider.
The caseworkers are really nice to me when I call concerning the parent.	By just being there when we need them, they are OK.	Individual other care provider.
Answering all our questions and concerns in a timely manner.		Individual foster care or relative care provider.
Show support while they tell me they cannot provide additional help for my disabled foster children.	Use common sense. Have nurses rather than social workers to oversee the cases of DD children.	Individual other care provider.
Answer questions promptly.		Individual other care provider.
Prompt return of phone calls, home visits, always ready to help with my questions.		Individual transportation provider.
Responds to telephone calls/voice messages.	Some one-on-one when time permits.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Cooperation with vouchers and payments.	N/A.	Agency transportation provider; 2 employees.
The workers return my calls promptly, and if they are unavailable they inform you how long and when they will return, so you don't feel like you're being put off. Unlike the California system, you have always acted professionally and with respect. **Kudos		Individual other care provider.
Prompt payments.	Social Worker returning calls.	Individual foster care or relative care provider.
Very timely responses.	Since we live out of State, maybe you could invent a magic wand? No, you've been great - NO complaints.	Individual adoption support provider.
Payments for Adoption Support have been consistent and dependable.	Since we have moved to Iowa, we have had tremendous difficulty transferring (client name)'s account for medical coverage. I think maybe a worker here might have it almost corrected. It's BEEN 3 years.	Individual adoption support provider.
They seem secretive about any program that may help. They make me feel bad for coming to them for help. I've contemplated suicide.	Change their demeanor to a cheerful, helpful, and positive manner. DSHS always, always seems happy to turn you away. That is the only time their demeanor changes to cheerful, helpful, and positive. Help people get out of bad situations!!!	Individual other care provider.
	Courtesy and more information - Instead of made to feel as though we had imposed on them. But considering all in all (case load and all), they do well.	Individual adoption support provider.
With any related difficulties.		Individual adoption support provider.
Takes care of business with speed and efficiency.		Individual adoption support provider.
I rarely call. Almost never.	Provide phone #'s for contacting a "real human".	Individual adoption support provider.
Staff responds well to requests for services.	Deposit monthly check to my checking account.	Individual adoption support provider.
Good collaboration.		Individual adoption support provider.
Always helpful.	Little confused regarding adoption support.	Individual adoption support provider.
Returns calls.	Better communication (re: respite care).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Good about answering questions.	Keep in better contact - and answer calls sooner.	Individual childcare or respite care provider.
	Return calls faster - same day.	Individual adoption support provider.
	Put their account number on payments sent in, so we know what division or department they come from.	Individual other care provider.
Try to help problem solving.	Keep better contact when some problem solving is in the system - like: yes, we are working on it, have not found solution, trying something else.	Individual adoption support provider.
Make referrals - very cooperative in working with voucher payment system.	We do not have the ability to handle medical coupons - referrals and the voucher system works great!	Agency counseling or psych evaluation provider; 16 employees.
Pam Copelud at Adoption Support is courteous and efficient, as is the invoice system.	I'm very satisfied with Adoptive Support.	Individual other care provider.
They are a good support. They assist you in any way that they can.	Nothing - so far.	Individual family preservation services or home based services provider.
Payments timely once caseworker sends it in.	Don't give the caseworkers so much work - like transporting children.	Individual foster care or relative care provider.
We seldom get calls back, answers to questions, or problems resolved in a timely fashion.	Have an advocate assigned to families to assist them when needed.	Individual adoption support provider.
Very informative and helpful.	No suggestions.	Individual other care provider.
Respond to calls and questions in a timely manner.		Individual adoption support provider.
They help me with anything.	Not that I know of.	Individual unknown provider type.
Feed you a lot of B.S. to get you to take the kids, then forget to pay you or supply you with needed info.	Pay on time. Process the respite on time so that providers don't have to wait 3 months to get paid, and having a level 3 kid who a person gets paid \$2.06 an hour for isn't worth it.	Individual foster care or relative care provider.
Most of the staff do very well. But in one case; a gentleman staff don't even return my calls. After 2 to 3 voice mail in a week, finally he picks up the phone after the conversation he said he'll call me back, never did. Another 2 voice mail the followin	Communication, answer the phone or call back, take notes.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Give out more information when a child is placed. Give more information about service and funds available.	Individual transportation provider.
Communication is wonderful.	Can't think of a thing.	Individual transportation provider.
Listens, responds to questions that I have, and explains the whyfor.		Individual childcare or respite care provider.
Communication, encouragement, direction for services.	Nothing. They're doing great! Puja Pelovski has done a wonderful job working with my VERY DIFFICULT family.	Individual transportation provider.
My worker assisted me right away in taking care of a medical bill when a doctor wouldn't take medical coupon - She was very helpful and nice about it.	To show mutual respect, consideration, and dignity. This goes both ways, I feel, between worker and client. Every human being deserves this.	Individual adoption support provider.
The bureaucratic status - agency reorganizations, changes in check delivery dates, etc. Our Adoption Support case manager is always helpful when we call her.	We are satisfied. Given their workload, we feel well taken care of.	Individual adoption support provider.
They have helped me with good advice.		Individual adoption support provider.
Training and coordination of services are great! Adoption support is prompt and service is responsive. Medical services seem to cover most of our children's required treatments.	More staff is needed for foster child placement and oversight! Services are not responsive nor can caseworkers keep track of their cases. Little respect is given to foster parent feedback.	Individual adoption support provider.
They keep in touch regularly.	Listen.	Individual other care provider.
Takes the time to answer my questions.	Nothing for me personally, but keeping the lines of communication open is positive and healthy for all.	Individual adoption support provider.
	Survey not applicable to me, but adoption support is very supportive to our family.	Individual adoption support provider.
When I can get ahold of someone, they do try hard to help with finding answers.	Keep cases organized better and communicate with each other.	Individual adoption support provider.
The caseworker I have been dealing with returns my calls quickly.	Constantly get conflicting answers. Caseworker not sure on a lot of questions I ask.	Individual foster care or relative care provider.
The DSHS I presently work with always responds to questions.	More \$ for clothing and respite options for DD adult in home. More respect from CPS - They assume guilt if a report is made.	Individual other care provider.
Communicates well.	Send updated information in timely manner.	Individual transportation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Respond to telephone calls timely.	Not so many follow-up notices.	Individual adoption support provider.
Whatever question I may have, there is always someone there to answer it.	I've never had a problem with them.	Individual adoption support provider.
Adoption Support worker has been very responsive and understanding of our needs.		Individual adoption support provider.
Readily answered my CALL with promptness and courtesy. Very pleased with background check on all people involved in childcare.	At this time, I have no complaints.	Individual childcare or respite care provider.
We haven't interacted with DSHS at all recently.		Individual adoption support provider.
Everything is fine!	Nothing.	Individual adoption support provider.
Yes.	To help keep a steady worker with (client name).	Individual other care provider.
Everyone at Adoption Support was helpful, supportive and respectful and made sure our payments are on time!	N/A.	Individual adoption support provider.
Adoption support staff has always been helpful and respectful.		Individual adoption support provider.
	Be nicer - Realize there is a reason you need help. Not everyone steals - They make it seem as if you are.	Individual other care provider.
Efficient billing and payment, very cooperative caseworkers.	Very satisfied.	Individual counseling or psych evaluation provider.
?	Better communication between departments and within departments.	Individual adoption support provider.
	Doing a wonderful job! Thanks.	Individual adoption support provider.
I do not have much contact anymore.		Individual adoption support provider.
Listens.	Return phone calls more quickly.	Individual adoption support provider.
Answer any questions that I have!!	Make sure the check comes on time.	Individual adoption support provider.
Get me to do more and more and more... I'm quitting fostering soon (when my current child leaves).	Pay me as an employee - because that obviously is what I am. No more dances to avoid the truth.	Individual foster care or relative care provider.
Funds, some referrals.	Make respite care easier to obtain, especially for short time, short notice needs.	Individual adoption support provider.
My phone calls to the Everett office (Shari Taut) are answered quickly. Shari has always been helpful and responsive; gets the job done!	I haven't had any problems. My only suggestion would be if there are staff changes to give them more transition time or information on the clients.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
My caseworker is helpful in Oregon.		Individual adoption support provider.
Not much.	Get back with me when I try to contact them, keep in better touch.	Individual other care provider.
All contact is written.		Individual other care provider.
Answer questions promptly, and they are always respectful.		Individual adoption support provider.
Make sure supplies are given to client.	Make sure client gets new wheelchair. She has back problems from sitting in wheelchair all day.	Individual other care provider.
They connect us with needed resources with minimal difficulty.		Individual adoption support provider.
Offer information.		Individual adoption support provider.
They are available and listen.	Keep foster parents up to date on where children are in the process as time goes on.	Individual foster care or relative care provider.
Payments are sent on time at least 90% of the time.	Better communication between DSHS agencies.	Individual adoption support provider.
The caseworkers are very helpful.	Provide a nurse to be available to answer questions and assist with medical issues for foster parents.	Individual adoption support provider.
Good communication with worker. Worker very concerned about my children's needs.	In our case, we've had nothing but excellent treatment, and I thank you for that.	Individual adoption support provider.
Answer questions and directs me to right agency or person.	Offer support groups for relatives (caretakers). In my case I adopted granddaughter, now 15.	Individual adoption support provider.
When they do call back, they are able to answer or help problem solve any need I might have.	Call back sooner - come to the house more to keep up on the kids.	Individual adoption support provider.
Answer questions to help me get services needed.		Individual other care provider.
Sends checks on time.	Up the payment rate.	Individual adoption support provider.
Susan Cutrona in Region 2 DCFS finally got this fixed, even though she was not responsible for the work. She's great!	I first let the adoption support staff know in May that circumstances had changed. It took 3 months, an e-mail, and 2 voice messages to get our provider file name and address updated.	Individual adoption support provider.
Medical		Individual adoption support provider.
Some do, some don't. Takes forever!	Better follow through (re: returning calls or just being able to reach right person would be nice).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Adoption Support - courteous, respectful, and helpful. Adoption Unit at DCFS - wonderful to work with.	CWS workers NEED honesty, respect, read file, access resources, AND ANSWER and RETURN phone calls.	Individual adoption support provider.
Assists in answering questions when contacted.	Additional programs for adoptive children with development problems.	Individual adoption support provider.
Returns phone calls - finds answers to questions...(my granddaughter's a caseworker).		Individual unknown provider type.
Nothing really - they don't work with or help me, and need to more often.	Everything, because they don't do anything!	Individual foster care or relative care provider.
	Periodically review all available resources.	Individual adoption support provider.
Returns calls quickly. Does well in answering questions.		Individual adoption support provider.
Promptness in handling questions and payments. Communicates information and changes clearly and promptly.	Not sure.	Individual adoption support provider.
Our payments and medical cards always arrive on time. Thanks!		Individual adoption support provider.
Tammy Tyler in Yakima is good about researching problems and getting back to me promptly.	Most DSHS employees I try to work with seem to not care about doing a good job, and often don't even return calls. It's very frustrating that I have to spend a lot of time trying to find out why a payment is for less than billed for. No one seems to fee	Agency family preservation services or home based services provider; 100 employees.
OK.	OK.	Individual adoption support provider.
Whenever I have a question they are always ready to answer it.	At this time, I am without anything to say that they could do better!	Individual adoption support provider.
Makes me feel appreciated. DSHS is very supportive.	Nothing, DSHS was very helpful throughout the process of adopting our son.	Individual adoption support provider.
Provide a website with online training.	Better caseworker to child ratio.	Individual adoption support provider.
My worker, Shari Thaut in Everett, is always polite and helpful. No complaints. Thank you!	Nothing at present.	Individual adoption support provider.
Jan Lammers (Spokane Office - Adoption Support) is caring and provides funding for counseling services and one conference for me to attend each year for education on our children's disabilities.	Wenatchee Office - Please return phone calls, follow through by paying respite providers without reminders, improve respite provisions for adoptions before 1997.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Respond to what the child's needs are.	Speed up the process (but I understand the difficulty).	Individual adoption support provider.
	Have more network information available.	Individual adoption support provider.
Pass the problem on to someone else.	If they communicate.	Individual adoption support provider.
The most part, YES.	Not much until funding for the departments are available: more staff, more services.	Individual adoption support provider.
	Provide web input to SSPS, in addition to the phone system.	Individual other care provider.
	We have no personal contact with your agency: I phone the vouchers in and the checks come - Hooray!	Individual childcare or respite care provider.
I love my caseworker, she is prompt and knowledgeable.	Deal with people receiving benefits fraudulently and punish them severely.	Individual adoption support provider.
They try to get each case taken care of as help is needed.	They shouldn't assign new caseworkers so often.	Individual transportation provider.
Very little contact.	Nothing.	Individual adoption support provider.
Everything - VERY personable and caring. They're superb!		Individual adoption support provider.
Answers my questions.	Nothing really.	Individual adoption support provider.
	It takes too long to get to speak with a person about a client!	Individual unknown provider type.
All services.	Nothing at this time.	Individual other care provider.
Answer my question.	They are doing a great job.	Individual adoption support provider.
Help to problem solve.		Individual adoption support provider.
Very cooperative, listens well, usually willing to help. Have a good relationship.	I can't think of anything.	Individual other care provider.
Give referrals.	Answer the phone!	Individual other care provider.
Answers our questions timely. Being available.	Be or share knowledge concerning information and help for children and foster parents. Help with giving foster parents a break.	Individual more than one type of service provider.
We have next to no contact with DSHS - but when we do it, is always done in a professional manner.		Individual adoption support provider.
Explaining the various programs, easy billing and procedures.		Individual counseling or psych evaluation provider.
Quick call return.	Currently, totally satisfied.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Very helpful in getting adoption papers processed.	Be better at the first of an adoption process when someone is interested in information on a check.	Individual adoption support provider.
Call and check in often, return calls.		Individual foster care or relative care provider.
The communication is good. Relates with wants and needs real well.	Keep in better touch with status.	Individual other care provider.
Support - money that's needed.	Keep giving services to people that are unable to help themselves.	Individual other care provider.
Answers questions pretty quick.	Let us know faster when there is a problem.	Individual other care provider.
I never have to call DSHS.	Same as #2.	Individual adoption support provider.
They work well with us once we get to speak with them. Please do not cut back more, we need your help!	The front desk personnel need to be more considerate of people waiting, they've been very rude and not relayed messages to the DSHS workers several times.	Individual adoption support provider.
Answer questions when needed to be answered.	Just being there when needed.	Individual adoption support provider.
They give background information for the child and support in a crisis. No pressure is put on to take a particular child.	Pay sooner, takes three months or more.	Individual childcare or respite care provider.
Calls to inform me of things.	Give me some information on the girls when they come to my home: age, birthday, SS card, Dr., Dentist, etc.	Individual foster care or relative care provider.
Partial financial support for mental health services for counseling, however \$75/session limit with psychologist needs review for increase.	1) Engage an area task force forum of front-line people. 2) Provide specific details of services/entitlements available through Adoption Support (i.e. maintenance, classes, workshops, seminars, respite providers, and other assistance available), but never	Individual adoption support provider.
NO.	Work on award letters in a timely fashion.	Individual childcare or respite care provider.
Any new information needed they always inform.	They are very helpful.	Individual adoption support provider.
Answer questions and research info.		Individual adoption support provider.
Very nice phone manners.	They did not pay as promised for residential care when my son took ill.	Individual adoption support provider.
To get me the services needed to help with foster children.	Hire/recruit more foster parents.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I live out of state, they work with me on the phone beautifully!	I'm very satisfied.	Individual other care provider.
Quick response with answers or request.	They do the best they can following regulations and WAC's.	Individual foster care or relative care provider.
	When social workers change, insure that reimbursements are still paid out. My reimbursement is still delinquent after nine months.	Individual transportation provider.
They always worked well with us during Foster Care and the adoption process.	We had a bit of a problem getting our adoption reimbursement check for adoption fees. But it did get taken care of after time.	Individual adoption support provider.
Directs me to the personnel needed to talk to. Will let me know if a social worker is in.	?	Individual family preservation services or home based services provider.
As I am on disability, I don't always feel well. It really helps to mail in my review or over the phone. My grandsons (1 with CP) live with me. The funds received helped me get new beds, blankets, school clothes and supplies. I couldn't have done it without the help. Thanks so much!	Better communication with case manager. Several times I reported circumstances to someone, and I ended up with a new case manager who did not have the information and I didn't receive my grant.	Individual other care provider.
Makes sure our check is here on time - is always ready to answer any questions we might have.	Give us more than one number to contact for Adoption Support.	Individual adoption support provider.
Answers voice mail promptly.		Individual adoption support provider.
Almost anything I've called and asked for.	Nothing.	Individual other care provider.
?	1) Less mistakes. 2) Better communication with clients and centers.	Agency childcare or respite care provider; 15 employees.
Asked me if they have addressed all my concerns.	Input information timely, so services will continue in a timely manner.	Individual other care provider.
Explain the program and help me with the family support needs funds.	See that there are always funds to meet the need of the child.	Individual other care provider.
Answers medical coupon questions quickly and professionally.	N/A.	Individual adoption support provider.
Not much! It is very difficult and time consuming to resolve issues.	Assign "A" point of contact to resolve issues.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Don't really talk to anyone - wish we could, like his guardian-ad-litem did.	Tell me or give me lists of doctors or counselors, psychologists to help with mental situations and ADHD - Would like a person to talk to, to make sure he's happy.	Individual other care provider.
Mostly everything.	Better orthodontic coverage.	Individual adoption support provider.
Keeps us abreast of any news, etc.	Nothing.	Individual adoption support provider.
Provide financial and medical assistance through adoption support.	My 15 year old son is incarcerated at Green Hill - Does anyone there really care?	Individual adoption support provider.
I have only had to contact DSHS once, but whoever I talked to answered my questions and directed me to where I needed to go.		Individual adoption support provider.
Adoption support through Norma Nelson has been great.	Educate caseworkers (re: gay/lesbian families) to reduce homophobia.	Individual adoption support provider.
Communicate effectively when needed.		Individual adoption support provider.
They helped so very much when I adopted my little boy.	I'm sure there is nothing, they were very helpful.	Individual other care provider.
Try hard to solve any problem that comes up.	None I know of.	Individual adoption support provider.
They do a lot of things, it's their job. We foster parents help them as well.	Return phone calls sooner.	Individual adoption support provider.
Depends on what office you have contact with. Some offices truly "bend over backwards" for you.	Be more consistent.	Individual other care provider.
Return phone calls, work with Seattle Mental Health to pay bills.	Put procedures in writing - How to apply for things.	Individual adoption support provider.
Answers my questions and sends me materials I request immediately, is timely in review of case.		Individual adoption support provider.
Everything from financial to special circumstances.		Individual other care provider.
Phone explanations of rules and regulations, assistance in health care support, monetary support.	Nothing, our experience has been great.	Individual other care provider.
Not very much at all - Always apologizing for errors and lateness.	Provide quality service, pay on time.	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They listen to our needs and supply the necessary help. Adoption Support has been very good.		Individual adoption support provider.
	FOSTER PARENTS ARE TREATED HORRIBLY.	Individual foster care or relative care provider.
Problem solve or answer questions.	Need a guide to tell me what the letters mean on payment receipts. Would help to have the guide on the back of payment receipts.	Individual foster care or relative care provider.
Thank me for my services, listen to my concerns, return phone calls.	Realize that my schedule is just as busy as theirs. Understand that we give as much as we can, there's always a limit. Also, too many forms - cut cost on paper and postage (not in areas that affect the kids).	Individual foster care or relative care provider.
We have little to no contact with DSHS outside of medical coupons and Adoption Support payments.		Individual adoption support provider.
Answer the phone and return phone calls. Getting through to anyone is a nightmare!		Agency childcare or respite care provider; 9 employees.
Have been very supportive in the special needs issues in our adoption support.		Individual adoption support provider.
If I have questions or problems they help solve them.	Nothing.	Individual other care provider.
The adoption personnel have worked very hard in meeting our requirements, in both the medical coupons area and assisting us on a monetary basis.	Really, nothing - we are well satisfied.	Individual other care provider.
We recently switched to DSHS from a private agency, so don't know yet.		Individual other care provider.
	Get payments to us on time. We have 2 payments that are months old.	Agency childcare or respite care provider; 55 employees.
They were all good at "guiding" us along through the adoption process and giving good support.	They could be more "timely" in returning phone calls.	Individual adoption support provider.
Most phone calls are returned, appointments kept, and suggestions offered.	They could turn in mileage vouchers when submitted. We often submit 3 times before we're paid.	Individual transportation provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They have always been very helpful and supportive since I let them place my grandson in my home.	Nothing at this time that I know of.	Individual transportation provider.
I really enjoy the call center now and how DSHS office does all new client management over the phone.		Agency childcare or respite care provider; 5 employees.
Keep me informed.	Not change social workers so much.	Individual adoption support provider.
I receive food stamps and medical, so I don't have a lot of contact with them.		Individual adoption support provider.
Paperwork is filled out in a timely manner.	Give updates on my foster children more often.	Individual foster care or relative care provider.
Concerned about my children.	None.	Individual adoption support provider.
Punctual and thorough - a life saver!	Doing fine.	Individual unknown provider type.
They answer all my questions with all respect. I am satisfied with the way we are treated.		Individual adoption support provider.
The people we have dealt with are very knowledgeable and help us every time we have asked for it.		Individual other care provider.
I have an excellent CWS caseworker who returns calls promptly, keeps me informed, and is very helpful. The others are so-so.	Make it easier to obtain respite - we need and deserve it, and it is almost impossible to find it.	Individual foster care or relative care provider.
Return phone calls within a couple of days.	Send notice of court dates - Written.	Individual foster care or relative care provider.
Respond quickly and with compassion.	Make telephone connections easier.	Individual adoption support provider.
Completely satisfied with everything they do.	Nothing.	Individual adoption support provider.
I have a wonderful licenser who is always prompt when returning my calls, Carmen Cabrera.	Caseworkers need to communicate better. MORE RESPITE.	Individual other care provider.
	Answer our e-mail and phone calls.	Individual other care provider.
They are friendly and get me answers to my questions.	They do just fine.	Individual other care provider.
Prompt calling me back when I call our caseworker.		Individual other care provider.
Appreciates our schedule when we need an emotional break from fostering.	Respite.	Individual adoption support provider.
Supply #'s to get ahold of an answer to questions.	Add remittance #'s to paperwork.	Agency other care provider; 50 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Sharon Tanner is good at tracking down my paychecks.	Send paychecks in a more timely fashion. Consistency!	Individual other care provider.
	Help change rules to allow kids a more normal life. Keep better contact, communication, return calls, pay on time, think ahead instead of putting out fires. Assume that foster parents want what is best for children.	Individual foster care or relative care provider.
When I called Margret Frindle direct, she was prompt on returning my phone call.	When calling your 1-800-number, I did not always end up in the right department.	Individual adoption support provider.
Some caseworkers are wonderful: Jeff Kincaid, Heather Hamasaki, Carla Seastrom, Asia Gains.	Take more time to listen and respect the foster parents. The foster parents have these kids 24-7.	Individual other care provider.
They return calls in a timely manner. Answer questions.		Individual adoption support provider.
No, they do little for foster adoptive care. Have spent many hours revising the WAC's and taking services away from adoptive families, without taking into consideration the suggestions of adoptive families.	Understand their own system - Work with other systems to benefit the individual they serve.	Individual adoption support provider.
We filled this out last month - thank you.		Individual unknown provider type.
	Answer calls quickly, and we have asked to have our invoice number put on paperwork sent with checks.	Individual other care provider.
Medical.	Nothing right now.	Individual adoption support provider.
Payments are usually on time. Trainings, especially on line, are great.	One social worker has been really difficult. Her supervisor refuses to do anything. She has talked behind my back to other service providers.	Individual other care provider.
Answers questions quickly.	Nothing.	Individual other care provider.
Quick response to inquiries regarding what they can or cannot do for me.	Continue to treat each call as an important one, answer the phone quicker.	Individual adoption support provider.
Responds promptly to requests for forms and information.		Individual adoption support provider.
No dealings with DSHS.		Individual adoption support provider.
Voice mail has been a great tool.	When payments problems occur, it would be helpful to correct sooner than 2 months.	Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Never contacted.		Individual adoption support provider.
Meet needs of the children, process referrals in a timely manner, make payments happen in a timely manner.		Individual childcare or respite care provider.
Not much.	Provide open communication, rather than withhold correct procedural information.	Individual other care provider.
	Inform us of services available.	Individual adoption support provider.
Return phone calls, go out of their way to accommodate the needs of foster parents.	Provide a list of respite caregivers. Recruit BETTER qualified and CARING day care providers.	Individual adoption support provider.
Through our trials with our granddaughter they ALL were great caseworkers, wonderful!		Individual other care provider.
Good notification of CPT and permanent plan staffing.	Treat me with respect. Respect that I am more than a baby-sitter - I know the needs of the children. I know if what they report about visits is likely to be true. I have a college education. I'm not an idiot.	Individual other care provider.
When we have a question or concern they are very helpful.	We are satisfied completely.	Individual adoption support provider.
They helped when I moved out of State to set up my Medicaid for my daughter and worked with me on support amounts.	Send me notice when payments will expire (supplements), and the paperwork to renew before expiration.	Individual adoption support provider.
Returns phone calls promptly, gets me the information I need. Shari is the only DSHS staff I have dealt with the past years.	I only talk by phone rarely and my experiences have been positive and helpful.	Individual adoption support provider.
	Provide information on services available to adoptive parents.	Individual adoption support provider.
My current adoption caseworker is professional and timely and helpful. Adoption Support has been outstanding.	Office staff (at the front desk) could be friendlier. Acknowledge my presence and let me know they will be with me in a minute, smile.	Individual adoption support provider.
Personal communication and prompt attention.	I'm very satisfied.	Individual counseling or psych evaluation provider.
?	Everything.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Respond in prompt manner.	Let me know ahead of time when any support (i.e. supplements) may need to be renewed, instead of my discovery by receiving no payments.	Individual adoption support provider.
Answer my questions or refer me to someone who can.	Have a specific adoption support person.	Individual adoption support provider.
They do a great job of upsetting me and causing stress!	We feel like we are being punished and blamed for the problems that our adopted children have. These problems were caused prior to adoption.	Individual adoption support provider.
Since the adoption, we do not have very much contact.		Individual adoption support provider.
My worker (Jo Anne Law) is great!		Individual other care provider.
They help find placement for you and the right child.	Call back when called to answer questions.	Individual other care provider.
Polite - not always knowledgeable, but well intended.		Individual adoption support provider.
Answer questions.		Individual adoption support provider.
For Adoption Support I have had great service. Thank You.		Individual adoption support provider.
Answers questions completely. Works to help get needed funding for real needs.		Individual other care provider.
Shari Taut is very friendly, courteous, and very expedient in getting paperwork done.		Individual adoption support provider.
Ms. Danni Pierce was very knowledgeable and helpful during our foster parenting and adoption process. She was very good at keeping us informed.	Be tougher with parents who mistreat and neglect their kids, and then use the system to take care of their kids. Give these bum parents 3 months to get their act together or terminate their parental rights.	Individual adoption support provider.
Great people - Staff! Lots of paper communication about changes and policies.	More communication about legal issues when they come up. More staff training so they are knowledgeable.	Individual adoption support provider.
Assist me with the child's tuition.	DSHS is working with me to provide the best for this child, and I appreciate them for the support. Thanks.	Individual adoption support provider.
Help with questions.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
I am always treated with respect.	In the past, I've had social workers that never let me know what was going on. To better serve the child's needs, we (foster parents) need to know what's going on.	Individual transportation provider.
Always available. Tries hard to help.	Advertise available resource, SO we can know what is or is not available.	Individual other care provider.
Usually polite and return calls.	Talk to each other and follow through (invoice corrections, errors on your part, etc). BE CONSISTANT.	Agency childcare or respite care provider; 120 employees.
	Return phone calls, be courteous, respectful, and follow through!	Agency childcare or respite care provider; 15 employees.
Helps to keep paperwork down by phone.	Let us be more aware of funding proposals and what is currently available. Only one I have trouble with was (specific DSHS staff name) and (specific DSHS staff name).	Individual unknown provider type.
They answer all questions, and they also were great in getting counseling set up.	Get the checks out at the same time each month except July.	Individual adoption support provider.
Returns phone calls promptly. Friendly staff.	Have a better menu of options upon calling the general #.	Individual other care provider.
Helps me to find information quickly.	Be more available, and always answer my calls (or call back in a reasonable time).	Individual foster care or relative care provider.
They send the check on time and send paperwork needed in a timely manner.	Doing a great job with adoption support! No further help needed!	Individual adoption support provider.
Very courteous and put me in contact with the appropriate person. Answer questions to my satisfaction and return calls promptly.	So far my limited contact has been satisfactory. I can not at this time think of anything.	Individual adoption support provider.
	Periodic annual contact.	Individual adoption support provider.
They let us know about beneficial programs for the kids and the parents.	I have no complaints at this time.	Individual adoption support provider.
	Be more clear on review procedures - I'm afraid to ask for more \$ for fear of losing what we get now!	Individual adoption support provider.
Answer questions.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Office and admin people are courteous.	DCFS [Division of Child & Family Services] social workers need better training and supervision. They are often not up to date on child health and safety issues.	Agency family preservation services or home based services provider; 2 employees.
	Make sure all caseworkers are on same sheet of music.	Individual other care provider.
Great service with regard to assisting me with medical authorization information!	?	Individual adoption support provider.
Very concerned with problems, especially financial.		Individual adoption support provider.
Quick response.	Provide available assistance without having to ask.	Individual adoption support provider.
Very faithful with adoption support checks (which we never expected any money) and we are grateful!	Nothing.	Individual adoption support provider.
Answer questions or send you to someone who does know.		Individual other care provider.
	Be available please. We can RARELY talk to our adoption support caseworker: "at a training", "away from desk" on message machine. She's been "in training" for ten years.	Individual more than one type of service provider.
	I need someone to review our payments for last 18 months as I think I lost 2 checks. State records would show as not cashed.	Individual adoption support provider.
I liked working with 2 of the caseworkers we had assigned to us. Good people, but they were overworked with too big of caseloads to really give us all the help we needed.	Better assistance with the adoption subsidy renewal information and ASSISTANCE! Better information and assistance tracking children's history and photos.	Individual adoption support provider.
ONCE contact is made - DSHS provides accurate and timely information, referrals to other resources.	Be easier to contact. Since this new phone system has been in place, I have waited from 10 - 30 minutes on hold before speaking to a representative. Hard to wait while providing care for young children!!	Individual childcare or respite care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
We have not had to communicate with DSHS very much at all. When we do, our questions are answered to our satisfaction. Our dealings with DSHS have always been easy.		Individual other care provider.
Does everything and prompt on things that I need.	Everything OK as is.	Individual unknown provider type.
Dependable. Thank you for your services.	At this time, I can't think of anything that can be improved on. When I have called or made an inquiry, the requested information is provided etc.	Individual adoption support provider.
The people I deal with now are great.	In your offices - they are rude at reception - they actually see you standing there and ignore you. You could hire more white people! Most of the people you have had, walk around - talk to one another - no one seems to WANT to work.	Individual adoption support provider.
Jan Spear (Region 6) was very helpful. We are adoptive parents, Jan gave us the help we needed for our special needs son.		Individual adoption support provider.
Answer calls, cooperative, intelligent.	The State still owes me \$3,000. I would like to have it.	Individual foster care or relative care provider.
	Caseworkers, lower caseloads, more qualified workers. The preference is to house kids, not help them.	Individual foster care or relative care provider.
Return calls and answer questions.	?	Individual adoption support provider.
Yes.	More information about programs.	Individual adoption support provider.
They return calls well.		Individual adoption support provider.
Answer any question I have regarding their services.	Continue to work the way they've been.	Individual other care provider.
Everything they can possibly do - via mail.	6-12 month questionnaire to see how the needs are being met.	Individual adoption support provider.
Give information, answer our questions.	Hard to reach by phone sometimes.	Individual other care provider.
Help us with our foster/grandchildren.	Return calls quicker.	Individual other care provider.
Always seem to be helpful when I call. I don't often need to have contact with DSHS since we have adopted the children.	Give them more resources to handle all of their caseloads.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Covers my gas (mileage) when I take client to required appointments.	This service is very good and it relieves the strain on my already overworked budget.	Individual transportation provider.
Accommodate me, due to my working schedule.		Individual other care provider.
They answer their phones, return phone calls in a timely manner, and are able to answer questions.		Individual adoption support provider.
They leave me alone!		Individual adoption support provider.
Communication via mail.		Individual adoption support provider.
For the most part, they are caring and try to provide services, even with too many cases.	Faster processing of paperwork.	Individual counseling or psych evaluation provider.
	1) Return calls promptly. 2) Update message on phone to reflect current availability.	Individual other care provider.
Any question I have they are prompt.		Individual adoption support provider.
Last fall we were in need of assistance (and quickly) and I felt so taken care of!!!		Individual adoption support provider.
They are supportive and caring.	It would be helpful to have less paperwork.	Individual other care provider.
I get a check monthly - I can count on that. Other than that, I get NO help from DSHS. We have been told, since we adopted her "she's our problem".	Work with us. . .that might help. Again and again we have asked for help, nothing, NIL!	Individual adoption support provider.
	Look at foster parents as an intelligent resource.	Individual foster care or relative care provider.
Courteous and helpful for the most part. However, support staff, at times, do not return phone calls.	Return calls within 24 hours.	Individual counseling or psych evaluation provider.
Always works with me.	Nothing.	Individual adoption support provider.
	Lots.	Individual other care provider.
They are available when I need them (at least 98% of the time) to answer questions.	Help me figure out how to get at least some kind of dental insurance that will either pay part or all for me and my spouse.	Individual adoption support provider.
	Transfer information more expediently.	Individual unknown provider type.
Always there when I call and friendly.	Nothing.	Individual childcare or respite care provider.
	Increase their time lines: seems to take a long time for decisions to be made, need more staff to handle the amount of work DSHS is responsible for.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Prompt and courteous.	Nothing.	Individual adoption support provider.
They are very informative, and Kathy Link is right on top of it. She gets back right away.		Individual other care provider.
This day camp was a big help to my family.	Make respite care less hassle. Why did it have to come to me as a reimbursement? Why did payment not go directly to YMCA? I have the SAME question re: respite payments.	Individual other care provider.
Checks are sent on time.		Individual adoption support provider.
Yes.		Individual foster care or relative care provider.
Depends on the caseworker (luck of the draw).	Pay on time (claims), and turn in paperwork (payroll) in a timely fashion.	Individual other care provider.
They assist in areas we are not versed in. We had never been foster parents, and their knowledge was extremely helpful.	I'm interested in providing a home for pregnant teens that have no place to live and desire to finish school. I would help them learn parenting, and support them in their goals.	Individual adoption support provider.
They send the checks on time and let us know when they won't be, that's great!	Nothing that I know of.	Individual adoption support provider.
I interact rarely with the staff.		Individual adoption support provider.
Listen to me and the problem.	I have had no problems.	Individual adoption support provider.
Nothing, now that I live in Florida.		Individual adoption support provider.
Return phone calls.	They really helped me in my time of need - with out of State counseling. Things have stabilized for past 3 years and I don't need help.	Individual foster care or relative care provider.
Very helpful and cheerful. Thank you!		Individual adoption support provider.
They eventually return my calls. Usually I need to talk to someone else. They refer me.	Return calls faster, make getting information easier. When reporting child abuse as required, they could be more concerned.	Individual adoption support provider.
Make the phone #'s available.	Keep me better informed.	Individual adoption support provider.
Polite and helpful most of the time when contacted in person.	Complete paperwork necessary for payment in programs outside of FRS. Not lose billings especially FPS.	Agency other care provider; 5 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Friendly, responsive placement office.	(Specific DSHS staff name) of the Seattle Native American Unit doesn't treat me with courtesy and respect. (Specific DSHS staff name) does not return phone calls - when she does, she is rude, slams phone down, puts you on speaker phone without alerting you.	Individual other care provider.
Yes, right now I don't deal with this office very much.		Individual adoption support provider.
	Send child's Medicaid coupons by 1st of each month.	Individual adoption support provider.
I always get call backs on messages left.	Visit the child more often.	Individual other care provider.
DSHS is very, very helpful!!!	We can't think of anything that needs improvement!	Individual adoption support provider.
	Return my phone calls, more support, handle foster care payments promptly.	Individual foster care or relative care provider.
The call center is great - it is very nice to have questions answered.	Caseworkers return phone calls.	Agency childcare or respite care provider; 17 employees.
Listen to my concerns, solve difficulties promptly, offer explanations.		Individual adoption support provider.
Pamala Copeland is the best. She listens and responds to the needs of our son. Her help is so greatly appreciated.		Individual other care provider.
Answer questions. I like having one main contact person.	Be more available. I like that the staff responds to messages in a timely manner.	Individual adoption support provider.
It is all about the people who work for DSHS and IF they do their jobs. Cindy Hardcastle, Ross Brown and Jan Spear did everything they could - much more than could be expected.	(Specific DSHS staff name) and her supervisor were obstructive - not just not helpful. They harmed the child we adopted by delaying his placement with us.	Individual foster care or relative care provider.
Yes.		Individual adoption support provider.
I'm a foster mother and they are always there to help us, be present at meetings, listen to our requests, etc.	When I have reported child abuse, they don't respond as quickly as I would like (CPS).	Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Eliminate eligibility redeterminations for individuals that have developmental disabilities (i.e. Downs syndrome, etc). Most of these individuals require life long supports. Annual eligibility reviews are a waste of time, resources, and unnecessarily places these people at risk if their paperwork is not completed timely. SSA after 65 (or other retirement age) to verify the following (or years after) to verify they are still over their qualifying age. Developmental disabilities is just as permanent as aging year after year. Many or most people with developmental disabilities must depend on other people to complete paperwork for them, and this unnecessarily costs dollars that could be used for direct supports.	Individual unknown provider type.
Everything is satisfactory.		Individual adoption support provider.
Social workers are very overworked and some try to do a good job. M. Freedle is one of them.	Better relay of information on telephone. The social worker is not connected to the payment section, which is hard to track down.	Individual adoption support provider.
They answer questions and help with my concern's on different issues.	Maybe send out a flyer on where we can get a dentist that accepts medical coupons.	Individual adoption support provider.
They NEVER give me a person to speak with and cut me off mid sentence, not waiting to hear the whole question.	Connect me with someone who KNOWS the answer to my questions.	Individual adoption support provider.
They are consistent with support checks and medical coupons. Helpful with questions too.	Keep up consistency. Be very clear about any expectations needed from caregivers. Keep up the good work.	Individual adoption support provider.
Once payment was established, the payments arrive on time.	Communicate clearly, and follow through in a timely manner. Be consistent with policies across varied social workers. Be more available to provide services, see clients REGULARY.	Individual foster care or relative care provider.
	Communication: lack of communication about children.	Individual foster care or relative care provider.
Answer questions with courtesy and promptly.		Individual other care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Friendly people who care about children!	I did respite care for 2 girls in mid May. It was 3 months before I received payments for that - process could be improved.	Individual other care provider.
I've had only good experiences with all workers involved.	Have more funding to lighten up caseloads so not a child is lacking in all available programs, etc.	Individual adoption support provider.
Adoption support and final stages of case great to work with. The caseworkers make the rest difficult.	Realize that foster parents are important and keep us informed. Communication!!!	Individual more than one type of service provider.
Answer phone calls as quickly as possible.	Get respite workers paid quicker (sometimes its two months before this happens). Maybe pay the respite person directly?	Individual other care provider.
Always available when I call and always able to solve the problems.		Individual adoption support provider.
DSHS gives me adoption support for my two daughters.	Presently I do not know what to say.	Individual adoption support provider.
When I have a problem they are patient and understanding.	Take me off mailing lists that I no longer am part of.	Individual adoption support provider.
Respond promptly to phone calls. Reply with courtesy and respect.	Assist in locating respite care.	Individual foster care or relative care provider.
Any questions or problems are quickly taken care of.	I applied for respite care through DDD, also for in home personal care for our child. Personal care is not available because she is not an SSI recipient.	Individual adoption support provider.
	Could keep us more updated on the status of our foster children and what is happening.	Individual other care provider.
They listen and offer advice.		Individual other care provider.
Tell information to help yourself.	Keep up with paperwork, answer calls, return calls.	Individual other care provider.
Yes (foster grandparent).		Individual adoption support provider.
	Change the classification on grandparents giving care to children, so we don't have to apply for help every 3-6 months.	Individual foster care or relative care provider.
Extremely helpful when there are questions.	Process information in a more timely manner.	Agency childcare or respite care provider; 26 employees.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
	Get award letters to day care on time, advise when I can request increase in support, explain Adoption Support.	Individual adoption support provider.
Most caseworkers helpful with information and needed resources.	Return phone calls!!! Eliminate proprietary attitude of some caseworkers - mainly on long-term cases.	Individual transportation provider.
I really do not deal much with DSHS. When I have, everyone has been helpful.	I think respite care should be available after adoption (if needed), and help with baby-sitting fees. Some kids that are adopted are not pleasant and maybe it would be a little more bearable if a person got a break.	Individual adoption support provider.
Gives me the financial reimbursement and childcare subsidies I need.	Keep me involved in the progress of the case.	Individual foster care or relative care provider.
Kind, personable, and understanding of the situation.		Individual adoption support provider.
They have been there when I've needed them.		Individual adoption support provider.
Understand what we need to do to help our son.		Individual adoption support provider.
Personal service. Jeanne is warm and friendly!		Agency other care provider; 6 employees.
Does things in a timely manner. Fine job.	Doing great - thanks for all the work you do.	Individual adoption support provider.
	Return calls, and put the pay in for travel and in day care pay.	Individual other care provider.
Good listeners and seem to take my input seriously.	Provide communication with prior foster parent if applicable.	Individual foster care or relative care provider.
Helped me with finding the right person to talk to about "missing" checks. It took a couple of weeks, which was a little frustrating, because of vacation schedules. But everyone was more than willing to help.		Individual adoption support provider.
Very supportive at the time of foster care and adoption process.		Individual adoption support provider.
	Respect my opinion, work with foster parents as a team.	Individual foster care or relative care provider.
Great caseworker - Carole Johnson.	As much information as possible is great.	Individual adoption support provider.
Nothing.	People that work the front desk or answer questions at the DSHS office should not be the ones to determine if you qualify for help or not.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
The social workers were very responsive and helpful.	Before we adopted our girls they were with us as a relative placement. The forms to get medical coverage were absurd - just didn't make sense for relative placement foster care. I also feel that it was not appropriate to continue parental visits (monitored by DSHS) when the mother was known to have failed drug tests and sometimes didn't show up.	Individual adoption support provider.
	Return phone calls. Social workers more honest and keep FP [foster parents] informed - not play	Individual more than one type of service provider.
Adoption Support staff has been wonderful to work with!	We decided to become re-licensed. BUT, it has taken almost FIVE months to happen. To me, this is UNACCEPTABLE.	Individual adoption support provider.
In many ways supportive and caring; it TOTALLY depends on who the caseworker is. IT'S GETTING WORSE. I pick which caseworkers I work with CAREFULLY!!!	VERY BIG problem getting consistently PAID for invoices and claims. When all is good, CW's great. When there are problems, they don't return calls and/or don't follow through on payments.	Individual more than one type of service provider.
	A lot of the workers act like the money is coming out of their pockets (holier than thou).	Individual adoption support provider.
Some good caseworkers - few and far between.	Provide more money and services, not be so unrealistic, do more of the hands on work.	Individual other care provider.
Margaret Freedle is a wonderful person to deal with. She returns calls promptly and is very friendly.	A reminder (by mail) when it's time to re-register for support (November?).	Individual adoption support provider.
Want a lot of information and give very little help.	Let us have privacy regarding health issues that are being addressed - Give more support for respite care.	Individual other care provider.
Since I have a child in my family home day care, DSHS responds to the child's family quickly if they need day care to go to work.	So far I have no concern, and I am glad DSHS is there to help many low income families to have a day care for their child(ren).	Individual other care provider.
Placement is courteous. My licensor is helpful.	Facilitate respite, understand what foster and adoptive parents go through.	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Return phone calls promptly. Direct deposit.	Medical - orthodontia coverage. Medical - pay for medical when doctor requires cash. Reimburse us, so we do not lose out on medical where doctor/DSHS does not work together.	Individual adoption support provider.
Hurt extended family members which hurts children.	Not lie in Family court. Not be close friend of foster parents.	Individual unknown provider type.
(BLANK FORM RETURNED)		Individual unknown provider type.
Tom Roddy is always courteous and helpful, calling me with updates, and helping make adjustments on billings when necessary.		Agency unknown provider type; 50 employees.
At this point, NOTHING!	Fire a number of people, including (specific DSHS staff name), Area Director.	Individual other care provider.
No, not always. The caseworkers hardly ever return calls within 24 hours. It took over 9 months to get a child's SSI # and over 14 to get special needs. They need to know and understand more about interstate compacts.	Listen to foster parents. Have the information requested, and be willing to stand up for the foster parents and children they are there to serve.	Individual adoption support provider.
The phone tag is a problem!	Give me the right phone numbers when I need to call someone specific.	Individual adoption support provider.
I appreciate the new system (invoice express) and the time each worker devotes to the cases they have.	We need a waiver (for short bed space) and a donated bunk bed and one mattress to be used for emergency overflow, respite, or sibling placement.	Individual other care provider.
Returns my calls in a timely fashion and answers my questions.	Have done a great job.	Individual other care provider.
Nothing right now, but I need to get in touch with Mental Health in Ellensburg.	They have always done all we needed.	Individual other care provider.
Efficient phone in system for warrants - BUT no way to speak to a person or telephone number in Olympia given.	Return phone calls.	Agency counseling or psych evaluation provider; 4 employees.
	Talk to you before they write you up.	Individual foster care or relative care provider.
This is the first money I received from you in 7 years.		Individual foster care or relative care provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
My worker (Joyce Kellman) answered all of my questions, helped with forms, and found exactly what needed doing.	Nothing, it was a wonderful experience.	Individual adoption support provider.
Kara, Allen, and Kard helps me every time I call. The caseworker for the children NEVER HELPS...(specific DSHS staff name).	Return calls! Don't say one thing and do another.	Individual foster care or relative care provider.
	Update forms to be easier to use. Make contact phone numbers easily accessible on forms and make e-mail or on-line access available.	Individual other care provider.
Staff has been very efficient in meeting all our needs.	Keep up the good work!	Individual adoption support provider.
Phone calls are made to me on a regular basis , home visits are also made. Tom Kerns is a great caseworker!		Individual other care provider.
Currently - great working relationship/communication.	In the past, communication not great. Some caseworkers did not fully disclose.	Individual adoption support provider.
Foster parent classes.	Lower caseloads of social workers so they can monitor cases more closely.	Individual adoption support provider.
When I reach a worker, they are usually able to answer questions - some go the extra mile and are excellent (ie: Jeri Sanchez).	Make it easier to get in touch with caseworkers - Parents complain of long waits on the phone.	Agency childcare or respite care provider; 2 employees.
Prompt phone calls.	Collect co-payments from clients instead of expecting the center to.	Agency childcare or respite care provider; 5 employees.
Very prompt and I always get help when I need it.		Individual more than one type of service provider.
AAP is the program I have worked with, and they have almost always been able to help us 95% of the time.	Send a reminder that the annual reapplication of AAP benefits is approaching.	Individual other care provider.
Some caseworkers are for the kids and foster moms, but some seem to be for the moms.	Listen and not pre-judge, help make sure foster parents are supported. We get less than day care and have a lot of responsibility.	Individual other care provider.
Nothing.	Call and help grandparents to help grandchildren.	Individual transportation provider.
We were able to successfully adopt a child in need through help from DSHS.		Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
Help with financial supplements.	Our monthly costs for our adopted son's school is \$3,000 - we only get \$598.22 toward that. He cannot function in public schools.	Individual other care provider.
Prompt responses, dedicated social-workers.	1. Electronic billing. 2. Offer training to foster parents (re: trauma, abused, impact).	Individual counseling or psych evaluation provider.
Responds to questions, and gives ideas and support.	Do you have any input with O.C.V.A.? They are not easy to work with.	Individual other care provider.
I have little contact with DSHS, but they do return my calls promptly!	No needs.	Individual adoption support provider.
Sherrie Thault is so helpful (Adoption Support). She genuinely cares and takes time to show it. She has been more helpful than I ever imagined.	I've never (until recently) in all the years I worked with DSHS, knew about travel reimbursement. If you could retro-activate, you would owe me a small fortune. It's maddening and been stressful for our family.	Individual adoption support provider.
Answer any questions.	I haven't any complaints.	Individual adoption support provider.
Some caseworkers are great at advocating for their caseload kids, especially Port Townsend.	Support treatment plan, make referrals pay on time, participate in case planning, issue authorizations on time.	Individual counseling or psych evaluation provider.
Make referrals.	Make timely payments. Have past due accounts from April 2002 (some before)!	Agency counseling or psych evaluation provider; 8 employees.
	Have social workers and supervisors who are honest to foster parents, and timely with responses to questions and concerns.	Individual foster care or relative care provider.
Answer question, research information, care about person, return calls.	Give information on laws and services possible.	Individual unknown provider type.
Returns calls, generally no later than the next day.	FAX authorizations to us!	Individual childcare or respite care provider.
Informative, supportive, courteous, friendly overall.	Some workers are not helpful or even courteous. Some are even rude. Sometimes insufficient information is provided.	Individual other care provider.
Everything! From the start, DSHS has been competent, helpful, and professional.	Well, if you were giving away millions...but seriously, there is nothing you could do better - Total satisfaction.	Individual adoption support provider.
	Start by telling the truth! Get payments on time!	Individual other care provider.
	Send only one notice per month saying they are sending the money (instead of two).	Individual adoption support provider.

Children's Administration Provider 2002 Comments

What does DSHS do well?	What could DSHS do better?	Provider Information
They are getting better with communication. Over the past five months we have had three different social workers, and two weeks with none.	Communication in regards to foster child in placement, and updates about her placement and services.	Individual foster care or relative care provider.