



# 2023 DCYF Caregiver Survey Report

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## Data Supplement

March 2024 | Report 11.270



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

Prepared for Washington State  
Department of Children, Youth, and Families  
by Department of Social and Health Services  
Research & Data Analysis Division

# 2023 Caregiver Survey Data Supplement

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# Overview

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## Supplemental Data for the 2023 Caregiver Survey

The following pages offer detailed results for the 2023 Caregiver Survey. This supplement is divided into five sections:

1. **Responses to Structured Questions:** Distributions of the 11 structured questions for kinship and foster caregivers.
2. **Qualitative Theme Pages: Support<sup>1</sup>:** Illustrative comments from kinship and foster caregivers, organized by support code.
3. **Qualitative Theme Pages: Training<sup>1</sup>:** Illustrative comments from kinship and foster caregivers, organized by training code.
4. **Narrative Comment Summaries:** Summary of number and percent of comments in each code.
5. **Technical Notes:** Discussion of research methodology and a copy of the survey instrument.

The main 2023 Caregiver Survey Report is available at <https://www.dshs.wa.gov/rda>. Search for “2023 Caregiver Survey Report.”

Key to acronyms:

Alliance/CaRES: [Alliance CaRES Program](#)

CASA: Court-Appointed Special Advocate

CCT: Caregiver Core Training

CPS: Child Protective Services

DCYF: Department of Children, Youth, and Families

DSHS: Department of Social and Health Services

GAL: Guardian Ad Litem

TBRI: Trust-Based Relational Intervention

WISE: Wraparound with Intensive Services



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<sup>1</sup> Comments that are relevant to more than one code may appear on multiple theme pages.



# Responses to Structured Questions

## Quality and Helpfulness

		Caregiver Type						Chi-Square
		All Caregivers		Foster Caregivers N=495		Kinship Caregivers N=854		
		N	%	N	%	N	%	p-value
<b>Do you feel personally supported by DCYF staff?</b>	Always or Almost Always	471	35.52	120	24.39	351	42.09	<.0001
	Usually	411	31.00	175	35.57	236	28.30	
	Seldom	221	16.67	114	23.17	107	12.83	
	Almost Never or Never	223	16.82	83	16.87	140	16.79	
	Positive	882	66.52	295	59.96	587	70.38	<.0001
	Negative	444	33.48	197	40.04	247	29.62	
	Total N for %	1326	.	492	.	834	.	
<b>Did DCYF staff offer you resources or ask if you needed support?</b>	Always or Almost Always	629	47.29	164	33.61	465	55.23	<.0001
	Usually	338	25.41	157	32.17	181	21.50	
	Seldom	211	15.86	100	20.49	111	13.18	
	Almost Never or Never	152	11.43	67	13.73	85	10.10	
	Positive	967	72.71	321	65.78	646	76.72	<.0001
	Negative	363	27.29	167	34.22	196	23.28	
	Total N for %	1330	.	488	.	842	.	
<b>How helpful was the support from the Alliance CaRES Program?</b>	Very helpful	283	50.09	135	44.70	148	56.27	0.0087
	Somewhat helpful	202	35.75	113	37.42	89	33.84	
	Slightly helpful	69	12.21	45	14.90	24	9.13	
	Not at all helpful	11	1.95	9	2.98	2	0.76	
	Positive	485	85.84	248	82.12	237	90.11	0.0065
	Negative	80	14.16	54	17.88	26	9.89	
	Total N for %	565	.	302	.	263	.	

## Caseworkers and Other Staff

		Caregiver Type						Chi-Square
		All Caregivers		Foster Caregivers N=495		Kinship Caregivers N=854		
		N	%	N	%	N	%	p-value
<b>Do the caseworkers listen to your input?</b>	Always or Almost Always	593	44.82	166	34.09	427	51.08	<.0001
	Usually	430	32.50	185	37.99	245	29.31	
	Seldom	192	14.51	89	18.28	103	12.32	
	Almost Never or Never	108	8.16	47	9.65	61	7.30	
	Positive	1023	77.32	351	72.07	672	80.38	0.0005
	Negative	286	21.75	144	20.75	142	22.87	
	Total N for %	1315	.	694	.	621	.	
<b>Are you treated like part of the team?</b>	Always or Almost Always	501	37.47	124	25.10	377	44.72	<.0001
	Usually	461	34.48	211	42.71	250	29.66	
	Seldom	229	17.13	97	19.64	132	15.66	
	Almost Never or Never	146	10.92	62	12.55	84	9.96	
	Positive	962	71.95	335	67.81	627	74.38	0.0099
	Negative	375	28.05	159	32.19	216	25.62	
	Total N for %	1337	.	494	.	843	.	
<b>Are you included in meetings about the child in your care?</b>	Always or Almost Always	656	49.43	189	38.73	467	55.66	<.0001
	Usually	425	32.03	191	39.14	234	27.89	
	Seldom	158	11.91	76	15.57	82	9.77	
	Almost Never or Never	88	6.63	32	6.56	56	6.67	
	Positive	1081	81.46	380	77.87	701	83.55	0.0102
	Negative	246	18.54	108	22.13	138	16.45	
	Total N for %	1327	.	488	.	839	.	



## Access and Process

		Caregiver Type						Chi-Square
		All Caregivers		Foster Caregivers N=495		Kinship Caregivers N=854		
		N	%	N	%	N	%	p-value
<b>Do the caseworkers listen to your input?</b>	Always or Almost Always	593	44.82	166	34.09	427	51.08	<.0001
	Usually	430	32.50	185	37.99	245	29.31	
	Seldom	192	14.51	89	18.28	103	12.32	
	Almost Never or Never	108	8.16	47	9.65	61	7.30	
	Positive	1023	77.32	351	72.07	672	80.38	0.0005
	Negative	286	21.75	144	20.75	142	22.87	
	Total N for %	1315	.	694	.	621	.	

## Information

		Caregiver Type						Chi-Square
		All Caregivers		Foster Caregivers N=495		Kinship Caregivers N=854		
		N	%	N	%	N	%	p-value
<b>Do you get adequate information about the needs of the children placed with you?</b>	Always or Almost Always	587	46.55	134	28.03	453	57.85	<.0001
	Usually	375	29.74	177	37.03	198	25.29	
	Seldom	173	13.72	101	21.13	72	9.20	
	Almost Never or Never	126	9.99	66	13.81	60	7.66	
	Positive	962	76.29	311	65.06	651	83.14	<.0001
	Negative	299	23.71	167	34.94	132	16.86	
	Total N for %	1261	.	478	.	783	.	

## Caregiver Licensing

		Caregiver Type						Chi-Square	
		All Caregivers		Foster Caregivers N=495		Kinship Caregivers N=854			
		N	%	N	%	N	%	p-value	
<b>Did licensing staff treat you with respect?</b>	Always or Almost Always	692	81.99	271	78.78	421	84.20	0.0864	
	Usually	118	13.98	60	17.44	58	11.60		
	Seldom	19	2.25	6	1.74	13	2.60		
	Almost Never or Never	15	1.78	7	2.03	8	1.60		
	Positive		810	95.97	331	96.22	479	95.80	0.7599
	Negative		34	4.03	13	3.78	21	4.20	
	Total N for %		844	.	344	.	500	.	
<b>Were licensing or home study staff knowledgeable about the process?</b>	Always or Almost Always	653	77.74	260	76.02	393	78.92	0.0096	
	Usually	150	17.86	74	21.64	76	15.26		
	Seldom	25	2.98	4	1.17	21	4.22		
	Almost Never or Never	12	1.43	4	1.17	8	1.61		
	Positive		803	95.60	334	97.66	469	94.18	0.0156
	Negative		37	4.40	8	2.34	29	5.82	
	Total N for %		840	.	342	.	498	.	

## Training

		Caregiver Type						Chi-Square	
		All Caregivers		Foster Caregivers N=495		Kinship Caregivers N=854			
		N	%	N	%	N	%	p-value	
<b>How adequately has the training prepared you to care for the needs of children and youth placed in your home?</b>	More than adequate	242	32.79	123	27.03	119	42.05	0.0002	
	Somewhat adequate	386	52.30	260	57.14	126	44.52		
	Somewhat inadequate	89	12.06	56	12.31	33	11.66		
	Very inadequate	21	2.85	16	3.52	5	1.77		
	Positive		628	85.09	383	84.18	245	86.57	0.3741
	Negative		110	14.91	72	15.82	38	13.43	
	Total N for %		738	.	455	.	283	.	

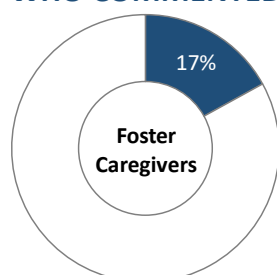
# Qualitative Theme Pages: Support

## Quality and Helpfulness

### THEME | Overall Quality and Helpfulness of Support

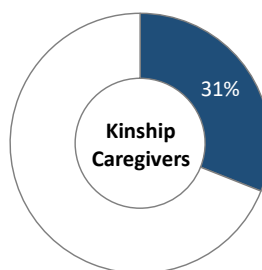
**320** of the 1238 caregivers who commented (26%) addressed overall quality and helpfulness of support.

#### WHO COMMENTED ON THIS TOPIC?



79 of 452 commented

<b>27</b>	Satisfied
<b>52</b>	Needs work
<b>0</b>	Mixed
<b>0</b>	Neutral or unknown



241 of 786 commented

<b>146</b>	Satisfied
<b>94</b>	Needs work
<b>0</b>	Mixed
<b>1</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

“For the most part I feel like I have a great relationship with DCYF.”

“The help is there if you need it.”

“They are doing a good job.”

“DCYF - I am happy with them. I don't have any problems with them at all.”

“I feel like they are doing a good job.”

“They all have made it easier for me.”

“I had very good support.”

“Though we have had positive experiences with DCYF, many times I have found them to be slow to respond, or too overloaded to properly handle our cases. If it wasn't for our private agency supporting our cases, we likely would have stopped fostering last year.”

“DCYF could give more support in general.”

“Was very hard to get support.”

“If you know the right people and you advocate well for yourself, you have a chance to get what you need. Otherwise, you are on your own.”

“I do not feel supported at all.”

“The quality of the services is not adequate.”

“DCYF does little to nothing, but our private agency did much better.”

“I know our friends have had very different positive experiences, but ours was not a good one.”

“I don't feel anything was done well.”

“We have never felt supported or respected by DCYF.”

#### Kinship

“All around support for everyone in the family. It was a well-oiled machine.”

“There is always support when I need it.”

“When DCYF was in communication, they were very helpful.”

“All around good help.”

“I feel completely supported.”

“They have been wonderful.”

“They help me quite a bit. They are good.”

“I can't think of anything that they could do better as they have been wonderful to us.”

“The support I received while having the kids placed with me was an amazing experience. It was way better than when we had a previous placement. It was 100 times better.”

“I think we received the support that we need, and I want to say thank very much for everything you guys did for us.”

“I got all the help I needed from all of them.”

“[I want] better support all around. I'll never do this again. I had such a bad experience that I'll never do this ever again.”

“Your system is FULL of flaws and once a child is put in a home there is zero help.”

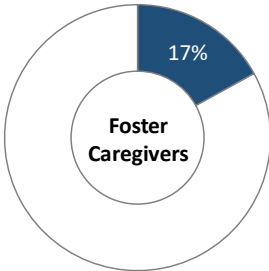
“I was woefully under-informed on what to expect, and woefully under-supported.”

“I'm doing this only because they are my flesh and blood, and I love them more than anything. But DCYF is nothing but a joke!”

## THEME | Quality and Helpfulness of Support from Specific Agencies or Offices

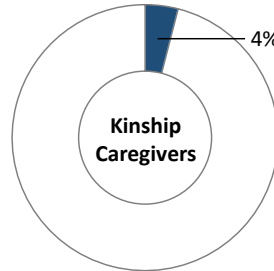
105 of the 1238 caregivers who commented (8%) addressed support from specific agencies or offices.

### WHO COMMENTED ON THIS TOPIC?



77 of 452 commented

- 59 Satisfied
- 9 Needs work
- 7 Mixed
- 2 Neutral or unknown



28 of 786 commented

- 9 Satisfied
- 9 Needs work
- 8 Mixed
- 2 Neutral or unknown

### Caregivers speak . . .

#### Foster

- "Private agencies do really well with connecting with the family and filling in the gap that social workers don't do. The private agency is always there for us."
- "I work with Youthnet and the support is top-notch. I wouldn't be able to be a foster parent without them."
- "My private agency is exceptional. They have gotten us a lot of support."
- "Our private agency, CFSF [Community and Family Service Foundation], is the absolute best. They listen and support us in all the best ways."
- "The private agency provides amazing support in all areas and are great advocates."
- "Olive Crest is amazing."
- "Everyone at our private agency, YMCA, are always friendly and engaged."
- "Our private agency has been fantastic! I don't know how I would foster without them!"
- "Our private agency, CFSF provides excellent support."
- "With my most recent case from Kitsap County, I felt very well supported from everyone from the placement desk, the social workers (there were 4 to 5 over the life of the case), the adoption team, my licensors, the GAL, etc. My current case out of Pierce County is a nightmare and I don't feel supported at all."
- "I love the agency that we are licensed through. They go above and beyond."
- "Without my private agency, I would be much more lost in all of it."
- "DCYF itself - and perhaps this is just the Kelso office that we've been working with - could do a much better job of supporting us."
- "Puyallup DCYF is difficult to work with."
- "Mason County could use a whole overhaul! This has been one of the absolute worst offices to work with."

#### Kinship

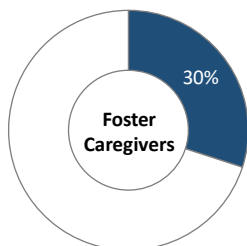
- "DCYF in Clarkston, WA are amazing!"
- "When I did my license out of Spokane, I got more help than anywhere else including Vancouver."
- "Snohomish county DCYF is very receptive and helpful, but King County is the opposite."
- "Alliance CaRES in the realm of caregiver support seems very helpful."
- "My caseworker is out of Seattle, King County, but I am visited by Lynnwood officials from Snohomish County for my safety visit going on over a year now. I would undoubtedly reach out to my current team for any resources I may need, concerns, or questions."
- "I had one social worker who was always supportive from King County, but Pierce County are only usually helpful. When you needed support, you got it."
- "Casey social workers are awesome."
- "Well, the ones here in Spokane are pretty good."
- "My Nuknuwasha worker comes out to check on baby."
- "It was much better in Centralia/Chehalis than in Olympia, maybe because of the caseload."
- "Washington should take lessons from the Oregon foster care program, which has been very supportive and caring."
- "I mean, I don't know if it was because we were working with King County and we are in Skagit County. They should have had a courtesy caseworker come into our home right from the start and explain things. We had never been parents or dealt with DCYF or the system. They dropped the kids off and we had no idea what to do. Especially with kin, we had no clue."
- "We have the most problems with the Shelton office."
- "King County needs to be more communicative and responsive."
- "CPS wanted to be in total control and it was difficult to work with that specific worker."

## Caseworkers and Other Staff

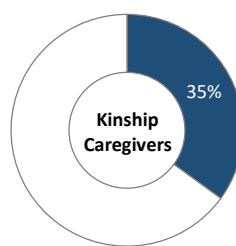
### THEME | Caseworker Support

414 of the 1238 caregivers who commented (33%) addressed caseworker and staff support.

#### WHO COMMENTED ON THIS TOPIC?



137 of 452 commented  
**96** Satisfied  
**41** Needs work  
**0** Mixed  
**0** Neutral or unknown



277 of 786 commented  
**215** Satisfied  
**60** Needs work  
**1** Mixed  
**1** Neutral or unknown

#### Caregivers speak . . .

##### Foster

- “They made me feel supported and important.”
- “They support me and make sure that the child is safe.”
- “They ask me what I need, and they help me.”
- “Our social worker is always asking if we need something for our foster child.”
- “Strong relationships with caseworkers are very helpful.”
- “They are super good cheerleaders for the child. They want the best for the children always.”
- “When it is time to get down to the business of providing services for the youth, everyone’s primary objective is to be supportive for the youth in care.”
- “They give good emotional support to the parents. Great cheerleaders.”
- “They tend to make sure all our needs are met in caring for the child.”
- “Agency staff and caseworkers regularly ask if there are any problems or issues, and remind us all the time if we need their help with anything.”
- “They do a lot for me.”
- “I feel they care about the kids in my care and want what is best for them.”
- “They are good about asking if we have any needs.”
- “I don’t feel like we are supported, but the kids in our care are supported. Our health and well-being is not their concern.”
- “Don’t feel very supported because it feels like they are more checklist-driven than really looking out for the foster child or the foster family.”
- “Our interactions with our social workers and licensors (except one person) was the worst professional and personal experience we’ve ever had. They did NOT support us from the get-go. It was isolating, confusing, and traumatic. The one social worker that may be the exception was helpful until we disagreed and confronted issues we were having.”

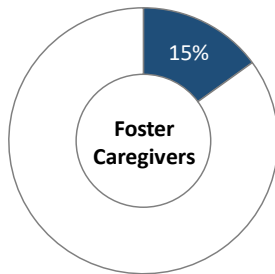
##### Kinship

- “The caseworker is wonderful.”
- “They have been with me every step of the way.”
- “Every individual I’ve dealt with has been amazingly supportive.”
- “They always ask me if I need anything.”
- “I just know our personal caseworker is absolutely amazing, and we have had a few. This one by far is my favorite.”
- “[They] helped me through the process.”
- “They get you what you need. They ask if anything is needed for the child.”
- “Very supportive seeing what my grandkids’ needs are.”
- “They offered help when we needed it. It was a great experience despite the terrible circumstances that put us there to begin with.”
- “They provided me with the necessary needs to care for my niece.”
- “They have helped me in everything.”
- “Always checking in with me, and I have an advocate. They make me feel like they’re there for me.”
- “We have some of the best caseworkers on our team.”
- “If we need anything, they were there to help us.”
- “They check on me and make sure I have what I need.”
- “It’s difficult because some caseworkers are so supportive, and others are just not. They are usually supportive.”
- “Our second child gets no support, and she’s very aware of how our other foster child is supported by his social worker, so has started to act out. It would be nice to have one social worker for all foster kids in our home.”
- “Everything was more about the child. They didn’t offer me any support.”
- “A lot of times they are there for the child, but if they would have engaged in the family’s needs and engage the child and family together it would have been much better.”

## THEME | Caseworker Courtesy and Respect

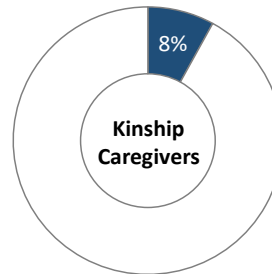
128 of the 1238 caregivers who commented (10%) addressed caseworker courtesy and respect.

### WHO COMMENTED ON THIS TOPIC?



66 of 452 commented

<b>34</b>	Satisfied
<b>24</b>	Needs work
<b>8</b>	Mixed
<b>0</b>	Neutral or unknown



62 of 786 commented

<b>30</b>	Satisfied
<b>31</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

"We have been treated with respect and have never been made to feel guilty if we are unable to take a placement."

"They are very kind and grateful for my efforts."

"They show they care both about me and the children in my care."

"Contact is kind, respectful."

"Emotionally, we are well supported. Our caseworker is kind, grateful, enthusiastic, and loving towards the children in our care."

"They care about the child."

"[They are] always very respectful and mindful of the kids and their needs."

"The private agency we are licensed through has done a fantastic job of making kids and caregivers feel valued and cared for. Many caseworkers from DCYF we have worked with are kind and friendly and I know they desire to be helpful."

"The people we worked with really cared about us and the child."

"[They have a] supportive and empathetic disposition."

"Some caseworkers actually care about you and the child/ren. Others treat you as a disposable babysitter."

"[They] need to have more empathy."

"Treat me like a human and not a robot caregiver."

"If they would just be genuine and respectful that would make a big difference. We take on some of the most difficult to place kids and often get treated poorly by the social workers."

"Don't treat foster parents like glorified babysitters and acknowledge foster parents are human too."

"Treat foster parents with some sort of service agreement instead of like we just do you a favor with no expectations of respect or reciprocation."

"Empathizing with the caregiver is rare but makes a huge difference. We carry a lot and get pushed around or taken advantage of often."

#### Kinship

"The caseworker was very personable, she cared about both of us."

"[They] treat me and my home with respect."

"Everyone has been kind and friendly."

"They seem to care about the child we have placed with us."

"They are patient."

"They show compassion."

"They are a very pleasant and helpful staff. They make it easier than it would have been otherwise."

"They calmed me down and walked me through the process when it was difficult for me."

"From the beginning of the process until adoption day, I felt that each individual that worked with us demonstrated an incredible balance of caring and support while still maintaining a high level of professionalism. Although they have numerous cases, they made us, and our case, feel important. The patience and kindness I received with regards to paperwork or needing to reschedule a visit(s) due to work, was so much appreciated."

"The foster children need caseworkers that care."

"Oh, I don't think I could ever do it again, to be disrespected so incredibly and treated like you're some sort of guilty individual because you're trying to do the right thing for a child is really just very sad."

"We will never deal with DCYF ever again. They treat you like garbage."

"They are rude to me. They don't care as much as they should. I remember I asked them if they would help with transportation after I totaled my car, and they just said take the bus."

"I am just a number to them. I've never felt supported. They don't care."

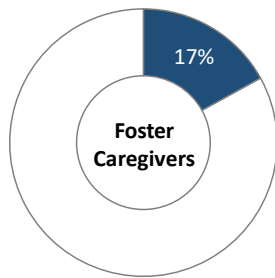
"Caseworkers need to be kinder and more objective."

"They put a baby in my care, and it seems that they don't care."

## THEME | Caseworkers Listen and Understand

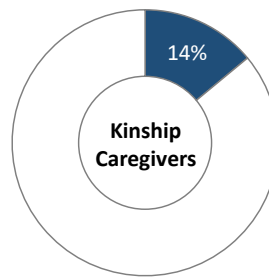
190 of the 1238 caregivers who commented (15%) addressed caseworker listening and understanding.

### WHO COMMENTED ON THIS TOPIC?



78 of 452 commented

<b>39</b>	Satisfied
<b>34</b>	Needs work
<b>5</b>	Mixed
<b>0</b>	Neutral or unknown



112 of 786 commented

<b>56</b>	Satisfied
<b>48</b>	Needs work
<b>7</b>	Mixed
<b>1</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "Our caseworker does an amazing job at listening to our needs, concerns, and offering support."
- "They listen to your concerns."
- "I feel listened to when talked to."
- "Honestly since we had the girls so long, they listen to my concerns."
- "Private agency listens to my concerns."
- "They listen to our concerns which is nice, but sometimes it doesn't lead to any actual help."
- "Social worker does engage and listen well when she is able to come by."
- "It wasn't a judgmental situation, no need to hide or sugarcoat, we could share our concerns."
- "[They are] always available to discuss the child's case and any concerns we have with the child or the case."
- "They listen to my needs. They listen to the children's behavior, and we come up with a plan to make sure the children are getting all their needs met."
- "Caseworkers need to be more open to what has happened to all sides of the story when coming onto a case they don't know. They need to listen to the caretakers and be understanding of their position and what they have experienced with the child. As caregivers, it is our job to advocate for the children in our care. We shouldn't have to fight or get upset to be heard."
- "Sometimes they seem a bit out of touch or like they aren't actually listening, just applying the same answer to our situation they've given 100 times."
- "I feel they don't listen to us entirely about our concerns regarding the welfare of a child."
- "They need to listen to the foster parents more."
- "I think hearing us and validating what we have to say since we are with the children 24/7 and listening to our concerns and our ideas. They need to hear us and listen to our concerns."
- "I think they could listen more and take your situation into account."

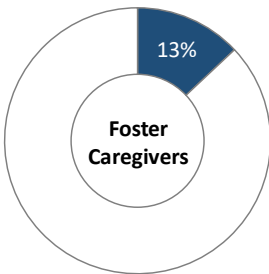
#### Kinship

- "They listen to everything that I have said to them."
- "They hear my concerns."
- "They are willing to listen."
- "[They] definitely listen to our concerns and complaints and did their best to address them."
- "Our caseworker is pretty good about helping me talk through how things are going with the case."
- "They listen to what I have to say about the case."
- "Courtesy social worker listened to us and made us feel heard."
- "Our team (minus licensors) has been wonderful at listening to our needs as well as our frustration."
- "The private agency were good listeners and seemed to have an investment in the family."
- "Social workers did a great job talking to my nephew."
- "The caseworker is always there to listen to my concerns."
- "We only had one worker who we kind of felt did a good job. She would actually talk to the child and try to find out how they're feeling and what they're thinking, but after a few weeks she was gone and we never saw her again."
- "Listen to more about what the child needs."
- "They listen and document but do not have a leg to stand on and seem to play both sides, meaning what they tell the caregiver and what they tell the child doesn't match up."
- "Listen about fears of placement back with parents."
- "Listen to the foster children."
- "They could listen to the history of each situation, not base their opinion over once a month go from term to appeal, to 'hey let's give the child back to the person that has created the trauma.'"
- "Actually listening and not assuming they know what we need. Understanding that we value our foster youth as much as we value bio and kinship placements."
- "Listen to family members better and don't take personal opinions before investigating those open for care."

## THEME | Caseworker Inclusiveness

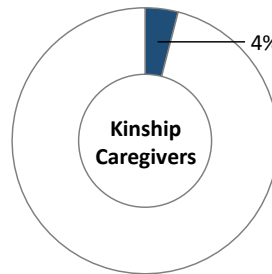
89 of the 1238 caregivers who commented (7%) addressed caseworker inclusiveness.

### WHO COMMENTED ON THIS TOPIC?



57 of 452 commented

- 13** Satisfied
- 40** Needs work
- 4** Mixed
- 0** Neutral or unknown



32 of 786 commented

- 10** Satisfied
- 19** Needs work
- 3** Mixed
- 0** Neutral or unknown

### Caregivers speak . . .

#### Foster

- "[They] treat me like a team member."
- "They value my input on what's best for the child."
- "We have one great social worker out of the three we are currently working with who is absolutely amazing at including us in the team."
- "She tried to include us in meetings."
- "[They] ask my input about kids."
- "When we are thought of as part of the team, the thoughtfulness and consideration of each other's roles, strengths, and constraints become second nature, and the child benefits from the strength of the team."
- "I feel like I'm often left in the dark and considered an afterthought. I'm never consulted on things that have a direct impact on me."
- "We are the frontline for the child, we learn them inside and out. We are not here to give false or inaccurate information, we are here to support the child. Trust us, treat us as a team member and consider our observations and opinions valued. We didn't go through training and uphold our licenses to be ignored and devalued as part of the team."
- "Either treat foster families as if they have a voice and a role in making connections and acknowledge that they often have the best sense of the child or take the sections out of the training entirely that lead foster families to think someone is actually paying any attention to them."
- "Treat us as part of the team and not part of the problem."
- "In general, they could treat me as their peer and discuss the children in my care in a manner that makes me feel like I am part of the team, instead of feeling like I am constantly being investigated and evaluated."
- "Value our opinion as the kids are usually with us the most. Understand that we are not just babysitters but invest in the kid's development and support day in and out. Don't dismiss this please."
- "Include me in the conversation more often. Acknowledge the work we are all doing together—see us as a team."

#### Kinship

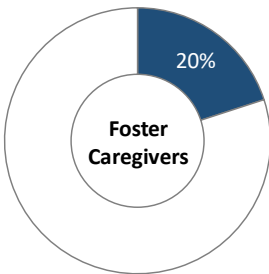
- "They make me feel like I have a say in a lot of things going on with the kids."
- "[They] include [me] in meetings."
- "They listen to me and want my input."
- "The team meetings are good."
- "Well, they kept me abreast of what their conversations with the parents were and included me in those conversations."
- "[They] value my input on needs of the children."
- "They keep me involved with the court dependency case."
- "[They could] listen and take in what you see and not dismiss you."
- "We are not respected. Our opinions mean nothing."
- "Grandparents raising their grandchildren should have more say in raising/caregiving them. Been through a dozen social workers. They talk a big talk, but when it comes down to it, us grandparent caregivers are just babysitters."
- "We have given everything to the girls but what we say does not matter to the state."
- "It would be good to feel like you are part of the team as you are with this child 24/7."
- "Not pretend like the family's input matters. Even though we were a part of the family planning meetings, it felt like the Department had already had a plan in place, and that talking with the family was more of a formality and us getting to agree with their action plans."
- "Take our input as caregivers into account when making decisions."
- "I don't feel like I am a family member to this foster child. My opinion did not matter, and the worker did not respond to my suggestions."
- "We were not included in any meetings or asked our opinion before each court date."
- "To be able to be included more in conversations so the judge can hear what I have to say. As the caregiver I know more about the children after they get back from visits."



## THEME | Caseworker Communication

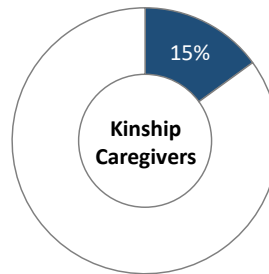
208 of the 1238 caregivers who commented (17%) addressed caseworker communication.

### WHO COMMENTED ON THIS TOPIC?



91 of 452 commented

<b>26</b>	Satisfied
<b>58</b>	Needs work
<b>7</b>	Mixed
<b>0</b>	Neutral or unknown



117 of 786 commented

<b>36</b>	Satisfied
<b>76</b>	Needs work
<b>5</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

"We have great communication with our caseworker."  
 "I am never left just hanging out there in no communication land."  
 "[I like the] proactive, clear and respectful communication."  
 "They've all been great communicators."  
 "Communication with me is really good."  
 "[I like the] open and clear communication."  
 "Our current tribal caseworker and tribal licenser are both amazing. They are very supportive and communicative."  
 "Most DCYF caseworkers we have worked with only communicate during their required once-a-month visit."  
 "Our team is supportive and communicative in theory, but often can't provide the kind of assistance or information we need."  
 "Communication isn't as good this time as it was before."  
 "Communication. That would solve a lot of things."  
 "Communication! We were ghosted for a month by our new caseworker."  
 "Communication with DCYF overall has been terrible."  
 "I would appreciate more communication with caseworkers and social workers about the children we have."  
 "My last two social workers were basically off the grid and non-communicative."  
 "There is very little communication. Everything we learned, we researched ourselves."  
 "Lack of communication across the board has always been an issue."  
 "Increase communication."  
 "Have smaller caseloads in order to be able to dedicate the necessary time to communicate."  
 "More consistency among social workers especially in terms of communication."  
 "I am not impressed with the amount of support and lack of communication that we get from the state."

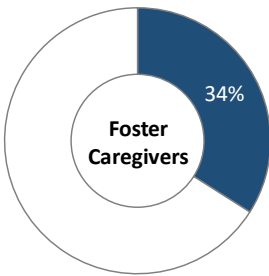
#### Kinship

"[I like] everything, but the biggest of all is they communicate."  
 "Their communication with us is great."  
 "DCYF is good about communication."  
 "They have open communication."  
 "Communication was easy."  
 "They were always communicating with me."  
 "They have all been great. The communication was the biggest part, and they did well on that."  
 "Our current worker does well at communicating and advocating for what we need."  
 "In general, and IF I ask, I do receive communication."  
 "They're nice but have no communication skills."  
 "You could definitely tell the difference in care when there was a change in who our caseworker was. From being able to contact or connect with the caseworker to barely any communication."  
 "Communication is a key factor for all agencies, personnel, and anyone involved in the child welfare system. Unfortunately, communication lacked in all areas."  
 "Communication. Timely communication would be even better."  
 "I know they're busy, but some communication would be nice."  
 "Communication is needed."  
 "The placement ended quickly. I think communication was a concern. If we understood better what communication would be like it would have been helpful. We did not know anything in the very beginning."  
 "The communication is horrible, and we're not doing this anymore."  
 "They don't communicate with me much."  
 "More communication from the caseworkers."  
 "Have more communication. We feel like we are in the dark all the time."

## THEME | Caseworker Responsiveness

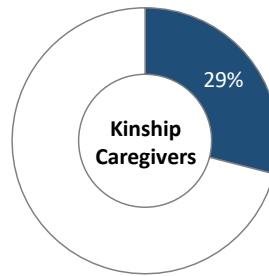
382 of the 1238 caregivers who commented (31%) addressed caseworker responsiveness.

### WHO COMMENTED ON THIS TOPIC?



152 of 452 commented

<b>64</b>	Satisfied
<b>63</b>	Needs work
<b>25</b>	Mixed
<b>0</b>	Neutral or unknown



230 of 786 commented

<b>105</b>	Satisfied
<b>105</b>	Needs work
<b>20</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

"Our social workers follow through."

"I appreciate the quick follow-up and response we get from our social worker."

"They do their best to find resources for the kids in our care."

"When there is a problem, they respond."

"[They] follow through on concerns that I may have."

"Honestly, [they have] always been responsive and available if we need assistance."

"They are good at following up on things."

"Available the same day. Process paperwork/requests fairly quickly."

"[They] offer resources."

"Respond to matters at some point, sometimes timely and sometimes not."

"Usually, we will get the help a child needs, but it's usually delayed."

"We were going through a private agency, and it was that caseworker who responded to us, not the DCYF caseworker."

"High levels of support were given at the very beginning, and people were responsive for the first six months."

"They don't always follow through with things requested by the caregiver, or things they tell the caregiver that is going to happen."

"Help to find the solution faster. Sometimes have to remind them the issue is not yet resolved."

"When I ask for help, it is delayed, and I have to call several times."

"Need to respond to our requests quicker."

"We did have one caseworker that would forget to follow through and made it so that the pathway to adoption was long and tiring. We had to follow up with them or they would place blame on us for not doing the work that needed to be done rather than on them for not moving forward."

#### Kinship

"They have been really responsive."

"Response time to inquiries is good."

"They have been really present and responsive."

"When you have an issue, they work to resolve it in a timely manner."

"In my case, they are responsive, and if I need anything they are always ready to get it."

"My caseworker has been amazing - he uses common sense and works to problem-solve."

"[They] always respond."

"[They are] very responsive to our requests."

"I feel comfortable reaching out, and they get back to me in a timely manner."

"I can't remember a time when we did have a request or issue that was not addressed immediately."

"Everyone is responsive and follows through."

"The caseworker came once a month to 'check in,' listened to my concerns or needs, but never had a solution and rarely any follow-up. It seems I always had to call a supervisor to get any kind of response."

"I think when I would bump it up, I would get a lot of support that I needed. But it was mostly us advocating for it."

"Sometimes when we request resources, it takes a while, and sometimes we have to remind them about it again."

"The caseworkers need to follow through with what they promise."

"I can never reach or get a response from the caseworker. Responding would be helpful."

"If they said they are going to help, it should be soon and not a month later."

"They say they will do something and never follow through."

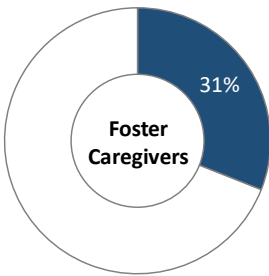
"Follow through. Things get lost in the cracks."

"I have asked for things, and no one gets back to me."

## THEME | Other Comments About Caseworkers

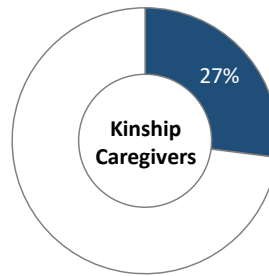
354 of the 1238 caregivers who commented (29%) made other comments about caseworkers.

### WHO COMMENTED ON THIS TOPIC?



138 of 452 commented

<b>33</b>	Satisfied
<b>84</b>	Needs work
<b>21</b>	Mixed
<b>0</b>	Neutral or unknown



216 of 786 commented

<b>82</b>	Satisfied
<b>113</b>	Needs work
<b>19</b>	Mixed
<b>2</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "[They] arrive timely for meetings."
- "They make sure that the legal requirements of the case and our part of it are being taken care of."
- "[They] take notes of what I report."
- "The courtesy worker that comes (from a different county), he has little anecdotes that he relates. He is good at reading the situation."
- "Agent was always available."
- "[They] attend all meetings and hearings and help us understand what happened."
- "Caseworkers should be more proactive."
- "In our experience, the visitation supervisors often do not remain neutral. And I am not convinced that their reports accurately depict visits. This has been our experience with multiple supervisors and multiple agencies."
- "The caseworkers need to be more informed about trauma."
- "They could not lie to me. My last caseworker would blatantly lie to me."
- "A lot of time is spent reeducating new caseworkers. I feel like they don't look at our file at all when they're new."
- "The caseworker needs more training. The information that the caseworker is giving us is not true."
- "Not cancel meetings at the last minute and then reschedule them without considering my schedule. When the court orders something (like termination to be filed), they actually do it within the time frame ordered, not five months later."
- "[I want them to] tell the truth. Better case management skills."
- "Be honest about children being placed. They do not always share all needed information regarding behaviors."
- "[I want them to] be on top of things, know their cases."
- "I schedule times to be available and get a last minute or late cancellation. Or expected to be available last minute due to poor planning."

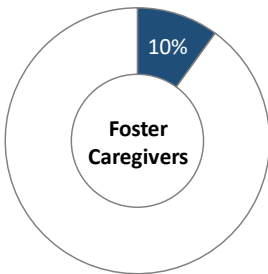
#### Kinship

- "[They are] very knowledgeable."
- "They have done well in the initial setup of everything related to our kinship placement."
- "I have a great social worker. She is a joy to work with because she is always there for me and the kids."
- "They have been very flexible with meeting schedules and wellness checks."
- "My caseworker is wonderful and very helpful with paperwork and information. She is also very dedicated."
- "The case as a whole and them being honest about everything has gone very well. They are doing a good job. They are pretty upfront with us always."
- "They show up. That's it. They show up."
- "Maybe be a little more honest and open about things and keep their word."
- "Caseworkers should know more about who to contact for the non-needy TANF aspect."
- "I have had appointments made months in advance and they were important meetings, and they were cancelled the night before."
- "Didn't seem like they were well organized, but they seemed overworked."
- "Caseworkers need better training."
- "Be more transparent about the process and more knowledgeable in options associated with our situation."
- "They did not have a proper support transition plan for the child."
- "Keep up on visitation documentation."
- "Give guidance to areas of concern. We had to figure out a lot things such as doctor's appointments, medication, and appropriate discipline."
- "It seemed like they were always sugar-coating the situation."
- "A lot of new workers that did not understand the system."
- "Focus on facts and not make assumptions."

## THEME | Need More Caseworkers

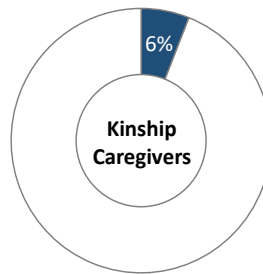
93 of the 1238 caregivers who commented (8%) addressed the need for more caseworkers.

### WHO COMMENTED ON THIS TOPIC?



46 of 452 commented

0	Satisfied
46	Needs work
0	Mixed
0	Neutral or unknown



47 of 786 commented

0	Satisfied
47	Needs work
0	Mixed
1	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "They are too overloaded with work that needs their attention, so they have to decide who needs it more or the quickest."
- "Right now, it has been tough because they are so short staffed and try their best to stay on top of the workload. We have had it rough the last few months with our social workers constantly changing, I don't even know the name of my current social worker."
- "Social workers are overwhelmed with more kids than time."
- "They leave. We have had six different caseworkers. The child has to re-explain their situation every time."
- "Less turnover at DCYF would be helpful. Adjusting to a new social worker is hard. We are on social worker #4 for a child that has been in our care for about two years. Every time we adjust to working with a social worker, they leave, and we have to start the process all over again."
- "I almost feel forgotten about because the case manager is always busy fighting bigger fires. She is stretched really thin."
- "Better pay and fewer cases for caseworkers so that they have the bandwidth to be more available and don't burn out so quickly."
- "No experienced social workers and the turnover is so high, they are inexperienced!"
- "They try to understand the kids given their insane caseloads and we feel for them. Their job is not easy."
- "Lower social worker caseloads."
- "DCYF needs better caseloads for workers so they can actually work the cases they have. Things go much slower than they should because the caseworkers aren't available."
- "Retention with social workers. Turnover in cases is disruptive for everyone."
- "I try not to place a lot of blame on social workers as they have two to three times the legal caseload. It is a failing of the system not the social workers. They are overloaded."

#### Kinship

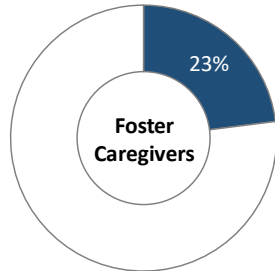
- "I feel like the only advocate the kids have because our workers are so overwhelmed."
- "The revolving door of caseworkers has been problematic."
- "What I feel is that it's a detriment to the child because of the huge turnover of social workers and they are highly overworked and it's an impossible task for them."
- "DCYF could take better care of their workers and have lower caseloads so they can spend time on the cases and will want to stay in their jobs."
- "Each caseworker has such a large caseload it feels impossible to get any kind of attention if the child is doing 'well.' They only want to come around if there is a problem."
- "Try to keep the workers on board so they are not quitting once you've met them."
- "Reduce caseload so caseworker is better able to deal with their cases."
- "I have had a child for two years and have had five different caseworkers during that time. More staff is needed."
- "I think they want to help, but I don't think they have the ability to. [Name redacted] is worked to death, and she can't just drop other cases to help me. She tries."
- "DCYF is extremely overworked and understaffed. Myself and the children have suffered. This has been ongoing for years."
- "We've had so many social workers coming and going. Their heart is in the right place, but they're so overworked there isn't as much support."
- "The DCYF workers are overworked, underpaid, and in short supply."
- "Maybe THEY need to get MORE SUPPORT. I think they are tasked to handle too many cases which results in their inability to do their jobs well and give us support."
- "We had four different social workers, so the turnover was really high. I wouldn't go through this process again."
- "Have enough staff to allow more contact with children and their providers."

# Access, Process, and Coordination

## THEME | Phone / Staff Access

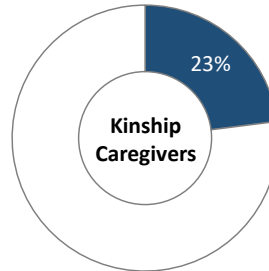
287 of the 1238 caregivers who commented (23%) addressed phone and staff access.

### WHO COMMENTED ON THIS TOPIC?



103 of 452 commented

<b>65</b>	Satisfied
<b>30</b>	Needs work
<b>8</b>	Mixed
<b>0</b>	Neutral or unknown



184 of 786 commented

<b>127</b>	Satisfied
<b>48</b>	Needs work
<b>9</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

"Caseworkers for agency were very kind and always available to call or get ahold of."

"They call me back on the same day that I call them."

"[They are] responsive to texts, calls, and emails."

"I have been blessed by my social worker and caseworker this year! They have been wonderful to work with. Always quick to respond via email or text."

"The current social worker is usually quick to respond to my texts."

"They respond quickly to contacts."

"During the weekdays of business hours, they are always ready to take my phone calls."

"My kids' social workers have been fairly responsive via phone and text. Text is particularly awesome for me!"

"[They] answer my calls or messages and call me back when needed."

"Most of our social workers have been responsive to our emails."

"They respond always to my email, text, and phone calls."

"Anytime I have needs, questions, concerns, I can call our Agency or social worker and get support and answers. Any time I call my social worker, he is spot on and ready to answer. If he is on leave, I can reach out to his supervisor."

"She does respond to my phone calls and texts. Sometimes it takes a day or two."

"They respond to my emails but not so much to my phone calls."

"DCYF social workers are hard to get ahold of."

"Be more reachable. Some members are hard to get ahold of unless it is something major."

"Respond to emails before I send a follow up email a week later."

"Social worker often didn't respond to communication."

"They could have communicated, returned phone calls, emails."

#### Kinship

"They are good about answering my phone calls and emails in a timely manner."

"Well, I can call them anytime. If it is not my direct caseworker, it is his supervisor."

"They answer my call or return my call right away."

"The social worker always responds to my phone call, emails, and texts in a timely manner."

"They responded quickly to correspondence."

"They text if they can't call."

"They are very reachable. I knew that I could get ahold of them easily, and they were very responsive and consistent."

"She responded to emails, text messages, voice messages, and phone calls within about one hour."

"[They are] always a phone call away when needed."

"They were really good at returning text and phone messages."

"When we called, they responded real well and everything."

"If I need something I can call, and they will help me."

"They respond quickly to my emails, phone calls, and text."

"[They] answer my calls, text, emails promptly."

"They are pretty good about texting me back."

"They responded to my phone calls, texts, and emails in a very timely manner. They were available 24 hours for my calls."

"They returned calls and texts sometimes, but at times it would take days or weeks."

"I've consistently asked for more support, simply answering phone calls, emails, or texts, and continue to not get that support."

"Could not contact them. Voicemail full."

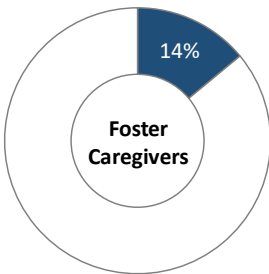
"They never answer my phone calls or texts. I always have to go into the office to get help."

"Be easier to get ahold of."

## THEME | Consistency of Contact

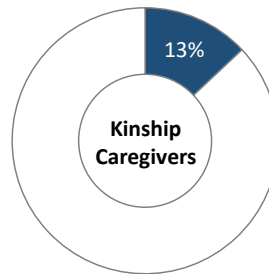
168 of the 1238 caregivers who commented (14%) addressed consistency of contact.

### WHO COMMENTED ON THIS TOPIC?



63 of 452 commented

<b>30</b>	Satisfied
<b>27</b>	Needs work
<b>6</b>	Mixed
<b>0</b>	Neutral or unknown



105 of 786 commented

<b>72</b>	Satisfied
<b>26</b>	Needs work
<b>7</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "They visit frequently."
- "They showed up for a visit every month."
- "One person visits once a month regularly. That is done well because it is consistent."
- "[They] checked in often."
- "The caseworker keeps in touch."
- "The caseworker from the private agency is very good about checking in with us."
- "They check in occasionally."
- "After transport and initial contact, we don't hear from them much. We did have one who regularly checked up on us and gave us support."
- "We do all the outreach. No one asks us."
- "Frequently, the checking in and the heavy lifting comes from me instead of them."
- "Current social worker who has been on the case since June could start by coming over and meeting me in person!"
- "I'd like to have my own social worker to connect with me more often. To be able to share along the way what is going on with the kids and events surrounding visits and other encounters with bio family."
- "We never hear from the caseworker, no updates, no invites, nothing. Feels very much that we are on an island by ourselves handling everything for everyone."
- "Over the past three months, social worker has had little contact. She is very good but seems to have much too great of a caseload to meet everyone's needs."
- "[I want them to] check in with the foster parents every couple weeks by phone."
- "Sometimes it feels like we are forgotten in between those [health and safety] visits."
- "[I want] someone contacting us immediately after the child (children) are placed to ask if we need support."
- "Had a social worker for over a year. He has been to our house about four or five times for health and safety visits."

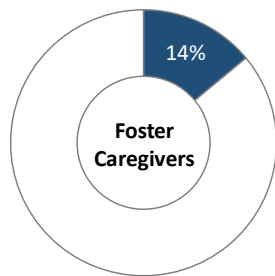
#### Kinship

- "They contact me every month to see how the child is doing."
- "They keep in constant contact."
- "The caseworkers and CASA worker has been consistent with monthly visits."
- "They check in on a monthly basis to make sure that the child has everything she needs."
- "They were in contact every week or every day."
- "They do really well at coming each month for a health and safety check."
- "Well, um, constant communication. Zoom, phone, and home visits."
- "They keep in touch, either by phone or email. In fact, the social worker just left a few minutes ago."
- "We have been contacted by the agencies and caseworkers, instead of us having to reach out to them. That is very helpful."
- "They are always calling and making phone checks."
- "They come each month and offer help."
- "They do monthly visits to see how the children are doing."
- "Always checking in to make sure the children are thriving and doing well."
- "They keep in regular contact with me."
- "The caseworker was great. She came weekly to check on the kids."
- "It has been kind of a stages thing. Initially, there was a lot of support and presence. After a few weeks, we did not hear a lot as the case was investigated. Now, we are settled into a program of regular people visiting."
- "I haven't heard from them. They don't help me."
- "I don't really feel supported most of the time. I seldom hear from anyone."
- "Check in more than once every other month or when they remember about you. Weekly check-ins would have been nice, even just a phone call or text."

## THEME | General Processes

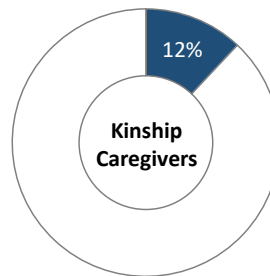
158 of the 1238 caregivers who commented (13%) addressed general processes.

### WHO COMMENTED ON THIS TOPIC?



63 of 452 commented

1	Satisfied
62	Needs work
0	Mixed
0	Neutral or unknown



95 of 786 commented

7	Satisfied
83	Needs work
5	Mixed
0	Neutral or unknown

### Caregivers speak . . .

#### Foster

"The child placement agency has been instrumental in providing support for our family and placement. They advocate on behalf of the child and on behalf of stability for the placement to ultimately prioritize the child's wellbeing."

"See things for the best interest of the child and not the court timeline. That's not always the best thing for the children's well-being."

"The child welfare system needs to be more concerned about healthy bonds and attachments, rather than reunification to unhealthy biological parents and family members."

"A lot of it is out of their hands. We would always like things to happen faster, but know it is not up to them on how things are processed. If I could wave a magic wand, make the legal system faster."

"File paperwork correctly so that children are not returned to dangerous scenarios due to fault of poor social work. We've been told Washington is losing good foster parents. We got into this to help provide a safe place in hopes of bettering a child's future while their families work at getting things back in order. We didn't get into this to have helpless children return to parents who are still testing positive for every drug under the sun, not showing up for visits, not showing up for every drug test required, and not even enrolled in a support system to help them through their addictions. If this is what we're returning kids to, then why remove them in the first place?"

"Move cases along."

"The system is not about what is best for the kids, and the longer we are foster parents, the more you see how much it isn't about the best interest of the kids."

"DCYF is more focused on desperately holding onto reunification instead of listening to the needs and wants of the child and the family who knows them best."

"The system itself can be quite frustrating, and so many times, it feels that the child's best interest is not the top priority, but the rights of the biological parent."

#### Kinship

"They were very efficient."

"What they did well was following the rules."

"Everything is pretty easy once you completely understand the process."

"It was just fine. Sometimes it took a little longer, but it is a bureaucracy that we are dealing with."

"The support is sufficient. However, I wish the process was more efficient."

"Everything is chaotic."

"[I want them to] work with me for the benefit of the child, not the system."

"Speed things up. It seems like no one is in a hurry to get things finished."

"When the 90-day window was up, DCYF returned the children to mom who was still using fentanyl. The 90-day window seemed to trump everything else, and the children's best interest did not appear to be the highest priority."

"It often seems like DCYF is more birth parent focused and not child focused."

"The state could better prepare families when taking in a child."

"The social workers are caught in the middle. The system is broken."

"Lose the cookie cutter 'this is how everyone has to do this' approach."

"Felt like the system put more emphasis on parental rights rather than what was best for the kids. For example, they had so many required visits they were unable to participate in almost all afterschool activities."

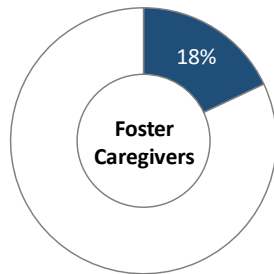
"It always seemed the state/department put the reunification at a higher priority than the safety and well-being of the child."

"ALL of them could do what is best for the child. This system and the parameters they work within best serve the bio parents."

## THEME | Specific Processes

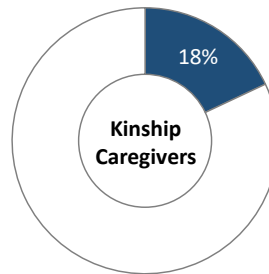
225 of the 1238 caregivers who commented (18%) addressed specific processes.

### WHO COMMENTED ON THIS TOPIC?



80 of 452 commented

- 7 Satisfied
- 67 Needs work
- 2 Mixed
- 4 Neutral or unknown



145 of 786 commented

- 4 Satisfied
- 129 Needs work
- 10 Mixed
- 2 Neutral or unknown

### Caregivers speak . . .

#### Foster

- "They did well at getting us licensed as quickly as possible."
- "The agency screens youth and families to find the best matches possible to lessen the likelihood of unnecessary moves within the system."
- "The on-call services need to be improved."
- "Act on the case plan more quickly. It should not take 15 months to have any action on the case."
- "The termination was filed incorrectly twice this last year, resulting in months of waiting."
- "We have had our kids for seven years and termination should have happened years ago. This has been going on too long and the kids are suffering. They haven't even seen their mom for four years."
- "I would not recommend anyone to adopt through the foster system. The process has been horrible trying to adopt our foster child. 'Rules' keep changing."
- "Increased access on the weekends."
- "Better support for the care of older children and preparing a family to take an older child. Ongoing support during placement of teens, in particular."
- "Our foster children have had three different social workers in the 14 months they have been placed. Keep the same adults working with them as much as possible."
- "Licensing process is not supportive or helpful when foster parents are already drowning in the needs and appointments of kids in their care. Delays and continuances do a major disservice and add emotional trauma to these kids."
- "There should be a timeline for the bio parent to work their steps, and, if not, termination should happen sooner like it does in other states."
- "There were five different caseworkers in the nine months she was placed with us."
- "I think having a dedicated social worker whose sole function is to support foster parents instead of relying on case-specific social workers would help us get responses and assistance faster."

#### Kinship

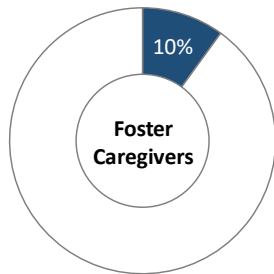
- "Supervised visitation program is good."
- "They made moving from relative foster care to licensed foster care easy."
- "I have been fostering my grandchildren for five years and have had five social workers and each one starts over. Just now getting close to guardianship."
- "I think that getting the licensing process started soon could have been better. I applied in February, and I just got a phone call that they were in the process, six months later!"
- "They change workers too many times."
- "Speed up process. Kids are in system WAY too long. Relative placement should be expedited."
- "Families taking children who are not licensed get a great deal thrown at them with home studies, working with the welfare system etc. When you take that child, you really get nothing unless you ask for it, get a link and follow up yourself. The home study takes a lot of time and is confusing, and I have two master's degrees."
- "There is a bureaucratic burden associated with this, such as doctor appointments required and meetings, when there wasn't an apparent need. It would have been nice to not have to do that unless there was a need. For us it was a waste of time."
- "It took forever. The child is a blood relative, and we thought it should have been quick and easy, but it took a couple years. This was very detrimental to the child."
- "More help with the Relative/Kinship guardians. When you are not licensed, you don't get much help."
- "Make the timeframe for adoption quicker than three years."
- "Value kinship care more, rather than push for being licensed."
- "Don't change caseworker so often. I have had three caseworkers and only had my grandson for seven months."
- "With kinship, being related is hard, and DCYF needs to not pick and choose when to use the kinship card."



## THEME | Coordination

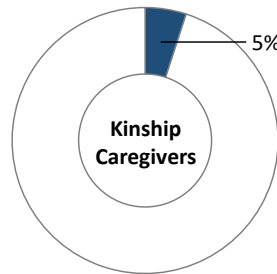
84 of the 1238 caregivers who commented (7%) addressed coordination.

### WHO COMMENTED ON THIS TOPIC?



45 of 452 commented

<b>11</b>	Satisfied
<b>31</b>	Needs work
<b>3</b>	Mixed
<b>0</b>	Neutral or unknown



39 of 786 commented

<b>5</b>	Satisfied
<b>34</b>	Needs work
<b>0</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "When it is time to act, they work well together to make things happen."
- "Private agencies will reach out to DCYF when we are not getting answers we need."
- "I'm licensed through Youthnet. They maintain great relationships with DCYF caseworkers which really helps us work as a team to support foster children."
- "Our agency helps to communicate with DCYF when we need it."
- "My private agency does a great job reaching out to others on the team when I could use assistance."
- "Improve consistency between internal staff."
- "There are times when communication with all departments is limited, leaving us feeling like we don't have support."
- "Communicate better between all parties involved - social worker, caregiver, bio parent, transporter, visit supervisor, etc."
- "Inter-department office could have better communication between them."
- "I feel like there could be better communication between caseworkers, especially if there's a courtesy worker. It's hard to make it a community with all of us working together."
- "More collaboration within their team."
- "I think for me, especially with the last placement, [I wanted] everyone being on the same page when working with four different agencies."
- "Tribal and state agencies working together and communicating with each other. There seems to be a lot of miscommunication which causes confusion for us foster parents."
- "When working between counties, there needs to be better support for the families and children. At times it feels like you're forgotten if the child(ren) is doing well."
- "There seems to be different standards from caseworker to caseworker and office to office."

#### Kinship

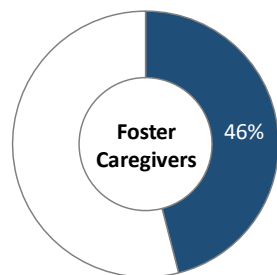
- "They are willing to set up meetings with the school, or with my brother who is with us, to resolve a problem."
- "They have communicated with us and everyone involved."
- "Have social workers and guardian ad litem work collaboratively."
- "No consistency between caseworkers."
- "Understand different regions and be able to work together to better support children and their families."
- "Probably support me better with communication with the birth parents."
- "I often feel that we have too many people on our team because they are not all on the same page. I often ask questions or make a statement that I heard from one person that is news to the other. I feel like if we all want what is best for the child, we all need to be on the same page."
- "To better support us, I think facilitate bridging the gap with the other side of the child's family (I am related to the mother of the child, and we wanted to engage the father of the child and that side of the family). We had to do a lot of reaching out to the other side to achieve family connection and visitation. More support in helping connect both sides of the child's family would have been very helpful."
- "Paperwork upon placement from two different offices was not consistent. And not consistent with my local office. Different parts of the system fail to communicate with each other, such as licensing with placement."
- "It is more difficult when it is a relative placement because I continue to communicate with the parent who is my daughter. Sometimes there are differences between what she says and what the social worker is saying."
- "Interdepartmental communication between sections of DCYF. The right hand doesn't know what [the left is doing]."
- "More consistency between social workers."
- "Better inter-office communication."

# Information

## THEME | Information

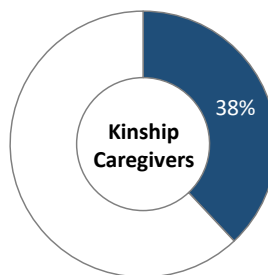
509 of the 1238 caregivers who commented (41%) addressed information.

### WHO COMMENTED ON THIS TOPIC?



209 of 452 commented

<b>56</b>	Satisfied
<b>109</b>	Needs work
<b>44</b>	Mixed
<b>0</b>	Neutral or unknown



300 of 786 commented

<b>117</b>	Satisfied
<b>156</b>	Needs work
<b>26</b>	Mixed
<b>1</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- “When we asked questions, they had answers or found the answers.”
- “They respond to a direct question extremely well.”
- “I’ve had good experiences with workers explaining how things work and what comes next.”
- “They are always quick to answer my questions.”
- “[They] provide accurate contact information so I know who to get ahold of.”
- “Clearly explain WACs/guidelines/rules.”
- “They provide as much information as they are able to when it comes to referrals and placing children.”
- “The more information that DCYF can give us about the child, the more we can understand and help the child.”
- “Depends on the caseworker, one is vague all the time and the other tries to answer.”
- “Answer questions regarding the future of children. In six months, I only received two letters telling me of court coming up and one of them was rescheduled without telling me. It was very hard to get answers about anything from the caseworker at DCYF.”
- “They could of gave us more information about the child before they were placed with us. It seemed like they just wanted to place the child quickly, so they did not share full details about child behavior.”
- “The DCYF worker did not even tell us that they were moving the child to grandma's and did not include us in any decision.”
- “It has been sometimes difficult to figure out trial dates and times in advance. One of the ways we prefer to support our foster children is by attending court whenever we can. Missing trial dates and court report opportunities due to lack of communication does not feel supportive.”
- “Since we have only been doing this a couple years and we've only had one placement, it would be helpful to explain acronyms and processes up front.”
- “Give me court dates in advance of the day.”

#### Kinship

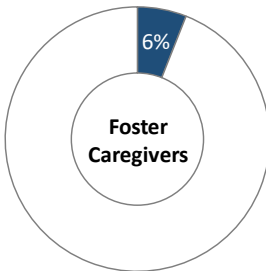
- “Any question I have, they have been very eager to provide answers and assist with any requests. They also have given me adequate information for extra resources that I may need in the care of the child in my placement.”
- “Able to answer random questions at most any time needed.”
- “Got me information I needed or found someone to help. Kept me informed on meetings and hearings.”
- “They were great at giving us the annual Tree House referral.”
- “Step by step walk through, and always gave me answers to what I needed.”
- “They provided us with information regarding the non-needy TANF for unlicensed foster parents and answered questions about getting licensed.”
- “More and clearer information about services I could use to help my niece.”
- “Provide better information of where in process the placement is, i.e., estimate of how long child will be placed.”
- “CPS should provide next of kin placement families with resource information for TANF, because that could change a ‘no’ from a family member being able to take in a child to a ‘yes’ if they realize there are financial resources to help them with groceries. I only knew about this because I previously had a foster child that I adopted.”
- “Give me more information on what is going on with the parents and a timeline of how long I will be caring for the child.”
- “No one supports, inquires, or suggests ways to receive financial support such as for school items and sports. I feel in the dark.”
- “DCYF needs to provide written information as to how the system works.”
- “Provide more information prior to meetings so I don't feel blindsided.”

## Resources

### THEME | Medical, Dental, and Mental Health Resources

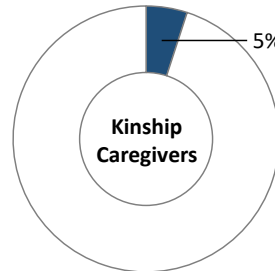
65 of the 1238 caregivers who commented (5%) addressed medical, dental, and mental health resources.

#### WHO COMMENTED ON THIS TOPIC?



28 of 452 commented

<b>8</b>	Satisfied
<b>19</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown



37 of 786 commented

<b>18</b>	Satisfied
<b>17</b>	Needs work
<b>2</b>	Mixed
<b>0</b>	Neutral or unknown

#### Caregivers speak . . .

##### Foster

“My first two caseworkers went above and beyond to help with counseling services.”

“They help to get appointments with therapists.”

“A Step Ahead, pediatrician, and physical therapist are amazing at offering support and encouragement.”

“They connected me with the WISE Team which gave us medication for the kids.”

“Find therapy services! Every kid in the system deserves counseling or therapy and we haven’t been able to line this up for our foster daughter in the year she’s been with us, despite great effort.”

“Coverage for things that the kids need and doctor agrees is needed, but the state will not cover. This is a big issue. We had an issue with a child needing orthodontia. The orthodontist said he needed braces for medical reason. Since the state decided he did not need the braces, they denied the claim. Since the orthodontist said it was necessary, we went ahead and got him his braces. Now we are stuck with a \$6,000 bill for the braces.”

“More resources needed to be available for medical health.”

“One of the hardest parts of our journey supporting the teens in our care was getting access to consistent and long-term mental health supports. The state insurance reimburses so little for behavioral/mental health care that our teens often end up seeing a therapist who is unlicensed or in training. When they finish training, they then leave the agency or become too expensive for Medicaid to cover. This meant the teens in our care were building trust with a therapist who would leave as soon as they were starting to make progress, and they needed to effectively start over with someone new. It was almost impossible for these youth to make mental health progress, unless they were comfortable quickly opening up to a new therapist (rare amongst the teens we worked with). This is an area of the child welfare system that urgently needs addressing.”

##### Kinship

“They always have gotten the therapies we needed. They have gotten us set up for medical and anything like that.”

“They have gotten my granddaughter into trauma counseling.”

“Just like, medical-wise, they gave me the permission forms to get assistance for her, to take her to her appointments, dentist and therapy.”

“They helped with coordination of medical care.”

“When we ran into difficulties, emotional, growing up and I needed help trying to understand and help with what he was going through, they provided counseling.”

“She (the child) had a pretty awesome counseling team. They were very supportive.”

“Medical stuff was given to me right away.”

“The child did receive speech therapy.”

“They helped us get in-home counselors.”

“I received some help with medical issues but areas I did not, such as fast eval and sign language. There is not a lot of pediatric doctor support or services for children.”

“[We want] help setting up medical care - navigating health care systems when we don’t have custody/rights for info.”

“When needing counseling for our child, it took an extremely long time to get in. We were on a waiting list for an extended time and I had to call back every couple months to see when we might get in.”

“I did not receive medical cards, health report, or copies of any documents pertaining to him.”

“They could have done better by listening and helping with support, medical care, mental evaluations, especially on the topic of sexual abuse and traumas that affected them. They did not provide that to my grandchildren. I was ignored.”

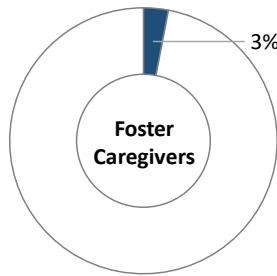
“Have resources that are useful such as counseling, which isn’t available in our area.”

“Give children more access to counseling.”

## THEME | Respite Care

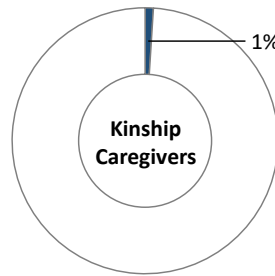
22 of the 1238 caregivers who commented (2%) addressed respite care.

### WHO COMMENTED ON THIS TOPIC?



12 of 452 commented

5	Satisfied
7	Needs work
0	Mixed
0	Neutral or unknown



10 of 786 commented

0	Satisfied
9	Needs work
1	Mixed
0	Neutral or unknown

### Caregivers speak . . .

#### Foster

"Our agency has the Mockingbird Program so we have a HUB Home to use for respite. Our kids get to know our HUB providers and we don't have anxiety leaving them in respite or struggling to find respite."

"Respite requests are done and completed in a timely manner."

"[They] try to get respite for me."

"I have been able to get support for respite when needed by my private licensing agency."

"Our private agency tries to get us respite care."

"Haven't been able to do respite since they don't have enough homes."

"[I want them to] offer respite and breaks."

"Pay foster parents on time for respite."

"More resources for respite care for a 17-year-old boy."

"I have done respite care for a kiddo and still haven't received an invoice for multiple care days (months)."

"I think respite is wrong as it excludes kids. It was suggested when we wanted to go on vacation and bio dad wasn't agreeable to let him go."

"There should never be questions about respite. That should be completed timely."

"Offering more respite instead of two days a month. When kids have a lot of behaviors, sometimes they need more breaks in order to prevent burn out and disruption of placement."

#### Kinship

"I had asked if someone could watch her for a day so I could go take care of prior engagements and I was told NO, they don't offer that kind of support."

"More resources for respite."

"Find ways to take a break for foster parents."

"Respite has not been as available as I'd prefer."

"I feel a lot of the normal information that they would give to foster partners was not given to me or my partner because of our relationship to the foster children (they were relatives). A lot of the resources, for example like vouchers and respite care, was never an option for us."

"There needs to be more respite care for us caregivers."

"I asked for respite because I needed a break after a year and a half. I was told there's no help until I lost all hope and literally cried out for help. I was finally given respite. I think it's unacceptable for a foster family to reach their breaking point before being given the resources necessary not to lose all hope."

"Provide some respite. I've had this child almost a year without a break for my own medical appointments, etc."

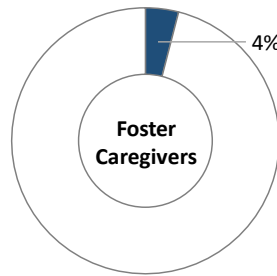
"I was stuck in a cabin in winter with two lying, fighting children and a physically very sick and mentally exhausted husband. When I needed help, there 'were no resources.' I had two or three respite weekends. We needed respite to breathe again, but since we had two kids, it was hard to get respite for both."

"One thing they could have done from the beginning is to let me know that there was respite care available. I did not know this was available until towards the end. I was getting stressed out and really needed it. That is the only thing, to let me know earlier and confirm that I knew about it."

## THEME | Transportation

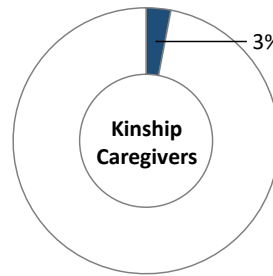
41 of the 1238 caregivers who commented (3%) addressed transportation.

### WHO COMMENTED ON THIS TOPIC?



18 of 452 commented

8	Satisfied
9	Needs work
1	Mixed
0	Neutral or unknown



23 of 786 commented

9	Satisfied
13	Needs work
1	Mixed
0	Neutral or unknown

### Caregivers speak . . .

#### Foster

"[Name redacted] always gets mileage turned in, reimbursements filed."

"The drivers that transport our foster child are very good and on time. It is a 4-hour drive and he sees his parents every day."

"Agency provides support with transportation."

"[I like the] transportation."

"One of our social workers is pretty quick about getting mileage forms turned in, paperwork is her strong point."

"Since visits are supervised, our foster child is picked up from school and transported to the visit and then to our home afterward. This is greatly appreciated."

"They help me with transportation for the child to school."

"When I requested transport for youth, transport was on time."

"As a foster family, we had the same kids for three months and they had a new driver that takes the kids to their visits and then the social worker sided with the driver on their convenience, she let a driver change visit times without checking with anyone else."

"[They] do not process mileage reimbursements."

"Submit mileage forms to the fiduciary in a timely manner."

"I did not receive my mileage reimbursement."

"I have had to track down payments for mileage (still haven't received after months of submitting and asking)."

"Pay travel reimbursements on time. They are currently three months behind on travel payments for me which is more than \$1,000 in reimbursement."

"Process mileage reimbursements in a timely manner (current reimbursements are 7+ months past)."

"System for mileage reimbursement is not working well and taking months to process."

"The mileage forms should be processed quickly."

#### Kinship

"The caseworker I had provided me with gas cards for transportation."

"They have reimbursed me for the trips that I took to the parents of the child."

"They provide transportation."

"I really appreciated mileage reimbursement for driving across the pass for visits."

"They've done well with helping figure out transportation."

"The staff that drive children back and forth are very good."

"They set appointments for doctors and such and made sure that we had a ride."

"The caseworker was always willing to do what it takes. Including taking him to appointments when I could not."

"The last social worker helped the kids with transportation."

"The transporters are also never on the same page with visits, which can be very frustrating. We have gone through probably 50 transporters while the girls have been in care."

"Help get mileage checks to me. I only received one in the 8 months I have had the baby."

"We live in Southern WA and my sister (mother of child) lives in Seattle. We drive back and forth two times a month. They still have not reimbursed the mileage for January to March. January and February were very rough, and we had to cut back just to afford the gas. The distance is a long way to go with a little one and not getting reimbursement is frustrating. Also, the drive during the winter is difficult over the pass. It is very expensive."

"[I want] help getting kiddo to and from appointment."

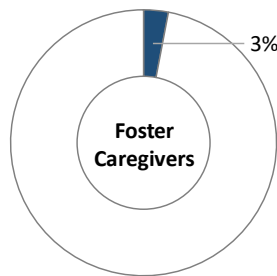
"I'm providing transportation for doctor and dentist appointments and 3 weekly visits to another town. That is 360 miles a week, so enough weekly gas cards to cover that would be nice."

"They could pay for mileage without giving me grief about the mileage, and they could sure be a lot faster at paying the mileage as well."

## THEME | Child Care

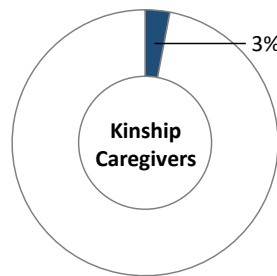
38 of the 1238 caregivers who commented (3%) addressed child care.

### WHO COMMENTED ON THIS TOPIC?



13 of 452 commented

<b>3</b>	Satisfied
<b>10</b>	Needs work
<b>0</b>	Mixed
<b>0</b>	Neutral or unknown



25 of 786 commented

<b>12</b>	Satisfied
<b>12</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- “One caseworker was very supportive and worked hard to help me find day care options for a child with difficult to manage behaviors.”
- “The current caseworker helped me to find child care.”
- “[They] work with day cares to get payment taken care of.”
- “There wasn’t a ton of support for me around getting my kid enrolled in day care.”
- “Help with emergent day care until we can arrange day care in our area, especially remote areas. I work full time and we only have one day care in our area.”
- “They need to look at the placement and make for sure that there is enough time to care for the child without child care available.”
- “Child care for working parents is extremely difficult to establish and requires extensive emails, phone calls and hassle sometimes months after for payment to providers.”
- “Help find child care or help child care get paid.”
- “Parents need more child care support.”
- “Have more support with assistance with day care.”
- “I would like to be connected with and offered more resources when it comes to child care.”
- “I’d like some help with finding child care.”
- “There should never be questions about child care, that should be completed timely.”

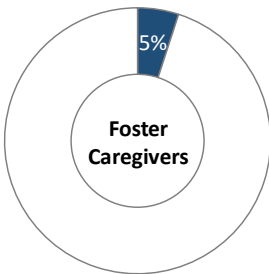
#### Kinship

- “Happy that day care is provided.”
- “They help with day care.”
- “I think the best thing they've done is just help with paying for day care.”
- “They helped with the child day care, that was really good.”
- “I am very happy that day care is paid for.”
- “The resources given for day care was very helpful.”
- “They help with the day care payments for a year, that’s a big help.”
- “After I spent MONTHS finding an overnight babysitter BY MYSELF because I work nights and per his safety plan cannot be babysat in home by 16-year-old, my social worker did wonderful getting her a nice amount per hour.”
- “[I like] day care.”
- “They help with day care for kids.”
- “It took forever to get approval for day care.”
- “When it comes to child care, there are no openings or options.”
- “I sometimes go months without my day care being paid.”
- “Need more support for the grandparents as to child care.”
- “Provide what is needed to care for the children like day care. We have asked for day care with no response.”
- “I know that funding is always an issue, but it would be helpful to have help paying for a nanny instead of a child care center. There are many reasons that someone might need a nanny or babysitter instead of a child care center. We would have preferred our foster daughter have one on one support from their child care provider. We also only needed a few hours, two days a week, and it was almost impossible to find a child care center who would do that. Being able to pay someone just the few hours a week would have been helpful but we couldn’t afford to do that ourselves.”
- “Continue to pay for day care after adoption.”

## THEME | Financial Matters

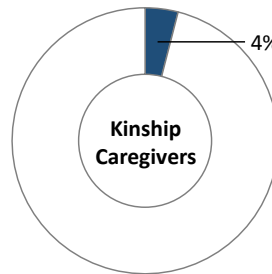
54 of the 1238 caregivers who commented (4%) addressed financial matters.

### WHO COMMENTED ON THIS TOPIC?



23 of 452 commented

- 9 Satisfied
- 13 Needs work
- 1 Mixed
- 0 Neutral or unknown



31 of 786 commented

- 7 Satisfied
- 22 Needs work
- 2 Mixed
- 0 Neutral or unknown

### Caregivers speak . . .

#### Foster

"[They] usually keep up on payments."

"Monthly reimbursement through the automated system is timely."

"They did provide a lot of support for the needs of what the kids needed as far as monetary things."

"There have been a couple individuals that have helped to secure funding so our child could play sports and go to camp."

"They pay us back for things that the kids need."

"I feel like they do a good job if we needed something with WIC or if we need reimbursement for something."

"[They] offer various immediate financial resources for things needed by the child."

"We were promised a high-needs addition to a stipend. We adjusted our household with the expectation that it would be done. Almost a year later, it still never happened. The amount of money owed total over the months was \$10,500. Instead, we had taken the money out of our savings to support one of us staying home to meet the needs of the child placed with us. We ended up having to disrupt placement so we could both work full time again and try to rebuild our savings. There was follow-up and continued promise of this stipend every single month."

"They need to compensate foster parents better, according to the behaviors the children have."

"Fair pay, back pay when it becomes clear the child is higher acuity."

"Make for sure that the reimbursements are paid on time instead of having to wait seven months to get the money."

"In my case, DCYF took advantage of me. I cared for an infant for over six months with NO financial support. And when I inquired as to why I was not given financial compensation, I was told you didn't ask for it so you didn't get anything and no we will not go back and back date anything."

"Pay the reimbursement for damages."

"Compensation is poor."

#### Kinship

"They helped us with money to pay for the needs of the children."

"I receive monthly support for them."

"[They] help with paying for anything."

"When we needed clothes for girls, they gave me money for this."

"The TANF helps, but it's not through DCYF. DSHS takes care of that."

"I must say it certainly was nice to know they would be there to give extra money for food as mother in home was lactating and other things to help get the baby clothes for newborn and up to 9 months. They were probably going to support ongoing TANF, but the mom has that now."

"Tough financially for seniors on limited income."

"Assist in financial burdens that come up with my nephew. I get \$419 per month, while his overnight gets more than \$1200...not sure how that's fair."

"The payment amount provided by DCYF for caring for children is substantially not in alignment with today's cost of living. That is why you have such a small list of foster families and people are no longer willing to participate in your system."

"The one thing I need is a source of income so I can be an active presence in my girls' lives. I am a kinship placement. But my house disqualifies me. If I had the support, I could get a better house."

"It can be a burden. We are not licensed, and we have children of our own. Consideration of our financial needs isn't met because we make too much money. But everything today is so expensive. All the funds are spent on food and everything else we buy out of pocket."

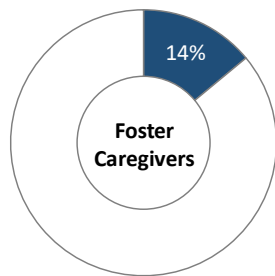
"I am not working so I can raise my great niece and it is expensive to raise a child. I strongly believe that kinship caregivers should not have any financial burdens or fears for raising a child and more resources need to be provided to them."

"Provide more resources financially."

## THEME | Other Resources

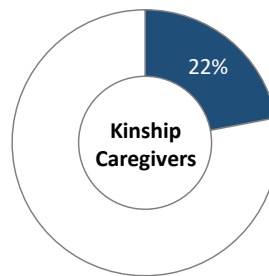
238 of the 1238 caregivers who commented (19%) addressed other resources.

### WHO COMMENTED ON THIS TOPIC?



63 of 452 commented

<b>38</b>	Satisfied
<b>19</b>	Needs work
<b>6</b>	Mixed
<b>0</b>	Neutral or unknown



175 of 786 commented

<b>117</b>	Satisfied
<b>45</b>	Needs work
<b>12</b>	Mixed
<b>1</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "[I like the] clothing vouchers, school supplies."
- "[They] provide physical items such as diapers and car seats."
- "They did a good job connecting with resources to help."
- "Helped to get clothing vouchers to get kids clothed, helped to get me set up with a bunk bed so that we could add brother to household."
- "Secret Harbor is there to assist me in locating and implementing any resources I need for my kids."
- "Provided Christmas gifts."
- "We are given support with educational services, extracurricular activities for the kids, and clothing services."
- "Our private agency, Olive Crest, offers tangible items we need."
- "Investigator provided vouchers for formula, diapers, and clothes, and social worker personally stopped into Target to buy (with a department card) some baby formula for my kiddo."
- "They give me resources that are available."
- "They provide vouchers for clothing."
- "They're helpful in providing resources."
- "[They are good at] connecting me with resources, providing material goods such as clothes, diapers, and bags."
- "More resources available."
- "Resources for single foster parents especially when the children are sick."
- "The team could better support us if more services were available."
- "The social worker needs to be better at providing the necessary equipment and clothes when the child is first dropped off."
- "I almost lost my job. I needed access to resources."
- "Get services for kids who need them such as BRS [Behavioral Rehabilitation Services]."

#### Kinship

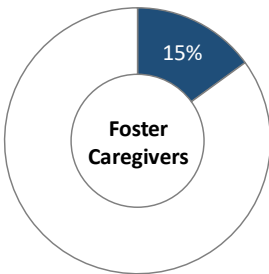
- "They are great at giving resources for services."
- "I have received diaper vouchers for help, a stroller, child locks, clothes voucher, and hygiene voucher, etc."
- "They gave me clothing vouchers and food vouchers."
- "Always able to get access and needed equipment such as bunk beds."
- "They have been there with gifts and food. It has been a pleasant surprise in what would have been a hard situation."
- "Before starting school, they gave me clothes and supplies for the kids."
- "They gave me a lot of resources for the child."
- "I don't ask for much, but I asked for a baby gate, and they found me one. I was out of work, so they gave me a food voucher to compensate."
- "They helped with ball equipment and Christmas presents. I was surprised at all the help they provided."
- "They provide us with the necessary things needed to care for the children like car seats, fuel vouchers."
- "Very helpful with resources."
- "Provided any physical items the child needed."
- "They provided me with the necessary resources needed to care for my niece."
- "We have had to wait three weeks for diapers."
- "We struggled for food, both girls had hygiene needs that dragged on until the week before they moved home."
- "A little more help with clothing would be helpful. Baby clothes are expensive and from what I understand the child only gets \$200 over lifetime. A little bit more clothing at this time would be helpful. They should allot an amount depending on the age of the child."
- "I was given a case of diapers, one pack of wipes, about five scrappy items of clothes in a backpack. No information on diet or any other supplies. It takes a lot out of pocket."
- "I had to fight a lot to get the necessary resources, i.e., bed, etc."



## THEME | Other Sources of Caregiver Support

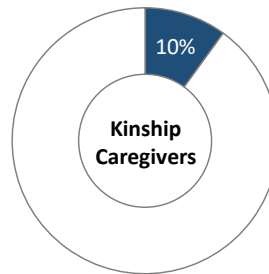
149 of the 1238 caregivers who commented (12%) addressed other sources of caregiver support.

### WHO COMMENTED ON THIS TOPIC?



69 of 452 commented

<b>50</b>	Satisfied
<b>13</b>	Needs work
<b>6</b>	Mixed
<b>0</b>	Neutral or unknown



80 of 786 commented

<b>56</b>	Satisfied
<b>20</b>	Needs work
<b>4</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "WISe does well to help with the behavioral needs."
- "There's a good extensive network of different agencies that support."
- "Mockingbird has been a really great group to work with as foster parents."
- "The CASA was very good and treated us as partners."
- "We are able to go to support groups and connect with others."
- "The only person I feel has been supportive is the Guardian ad Litem."
- "I had a medical problem and the staff at CYS [Community Youth Services] stepped in to help us get the kids to appointments and such."
- "I utilize With Love, a phenomenal organization!"
- "The representatives from Treehouse and Big Brothers Big Sisters were very helpful supports of the youths in our home. They often provided opportunities for the teens in our care to participate in activities we wouldn't have been able to afford, and they provided mentors for the teens that we would not have been able to access."
- "I get support through my Mockingbird Constellation and the online Facebook foster parent group."
- "I have really appreciated the CASA and GALs. For the most part they have listened to my input and been attentive to the child."
- "They provided me with the necessary resources like YMCA, Treehouse."
- "I DO NOT feel supported by the GALs that I'm currently working with, and I miss the CASA program."
- "Have more group programs to meet other foster parents."
- "CASA/Guardian ad Litem should be spending more time getting to know the children they are supposed to be advocating for. These kids are people not case notes."
- "Children should automatically get signed up for Treehouse."

#### Kinship

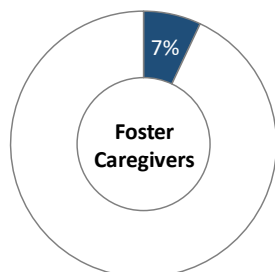
- "The WISe and K Connections team are doing a great job supporting us. They work together with us on strategies and keep us well-informed."
- "The CASA worker is great about finding resources that are needed for the children. We have heard more from CASA worker about upcoming court dates and things going on about the case than from the caseworker."
- "The GAL is a really good source of information."
- "Throughout the four years, his CASA was our only support system, and they were great."
- "Our GAL is like gold. She's our best support and cares about him as though he's family."
- "Our best support was through Encompass - they really paid attention to our child and her needs."
- "Wraparound Services offered the most support. They were there to support the kiddo and me when the kiddo was struggling."
- "CASA is amazing and always helpful."
- "The GAL that they sent out to work with my grandson and daughter were very nice and helpful. Encompass came every time there was a visitation."
- "We were part of the program from YMCA, the WISe team, for kids who have lots of behavioral problems. I had all of those people meeting with us monthly. We would talk about best ways to support the child. There was a family representative that would call once a week. If I was having problems, we would discuss what to do. She would offer ideas if I had any concerns. Both the WISe Program and the family representative always provided resources and were very supportive."
- "I think the WISe Team is really young and they're not experienced, and I think they need more training."
- "[I want them to] provide outside agencies to help us."
- "Encourage and help with resources for counseling for the kinship caregivers and stress management for all caregivers."

# Caregiver Licensors

## THEME | Caregiver Licensors

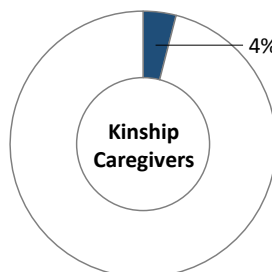
62 of the 1238 caregivers who commented (5%) addressed caregiver licensors.

### WHO COMMENTED ON THIS TOPIC?



31 of 452 commented

<b>20</b>	Satisfied
<b>10</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown



31 of 786 commented

<b>28</b>	Satisfied
<b>2</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "My licensor is extremely helpful, always takes my calls and is all around lovely to deal with!"
- "We were able to get licensed quickly thanks to our private licensor."
- "Our licensor does a great job staying in touch with us to help us stay on timeline."
- "The licensors are good at maintaining records on our training and keeping track for me."
- "Licensor helps me to ensure my home study is up to date."
- "Our licensor was easy to work with."
- "Always my licensors helped me with questions and concerns about classes requirements and so on. If not, she would direct me to the correct spot."
- "I have had a phenomenal experience with a previous licensor. [She] was always quick to reply and would advocate for our family when needed."
- "Our new licensor has made a house call and visited with me. I really appreciated her coming out and letting us know about new regulations coming down the pike and tips on navigating the Alliance website. She was kind and knowledgeable. I'm looking forward to working with her to renew our license soon."
- "I have gone weeks trying to get a hold of a licensor in the past and only get a reply if I include the supervisor once I reach my limit."
- "The licensors in different parts of the state need to be on the same page. I had a licensor call me from Eastern Washington wanting to place a child that was the sibling of a child I had already adopted. My licensor in Western Washington refused to allow it to happen the way that the Eastern side licensor wanted to make it happen. They should be able to work it out and be on the same page rather than contradicting each other."
- "DCYF licensor doesn't do anything to help support completing trainings, etc., so it's easy to forget."

#### Kinship

- "Licensor was awesome, helpful, realistic about timeframe, knowledgeable."
- "The licensor was super informative and timely, prompt."
- "The licensor is very thorough."
- "Our licensor has gone out of her way to support us as a family and keep us safe."
- "The licensor was very helpful. They give me resources."
- "Our licensor heard us and provided us with accurate and helpful information/resources."
- "I can say that one of my licensors was very good and knowledgeable."
- "Our licensor was great, and supportive in getting us class info on First Aid and CPR."
- "The licensor tried to keep the process on track."
- "They are helping me in the licensing process and are always there for me and all my questions."
- "The licensor was fantastic. He always returned my phone calls. Always was checking in. He answered my questions right away."
- "Our licensor was very good at communicating and making sure everything was done that needed to be done."
- "There has been a lot of coaching both with Licensing staff and the social worker... All have been very helpful with the licensing process."
- "The licensors have been really great."
- "My licensor has been very supportive with resources and just support in general."
- "Licensor's much nicer [than caseworker] and explains things better."
- "The licensing staff/home study worker was very forceful and talked down to me."
- "The licensor on the other hand has been hard to deal with. The lack of communication in this process has been horrible."

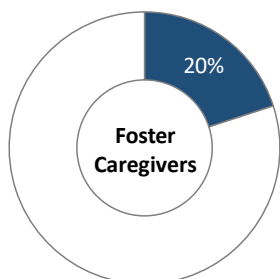
# Qualitative Theme Pages: Training

## Quality and Helpfulness

### THEME | Overall Quality and Helpfulness of Training

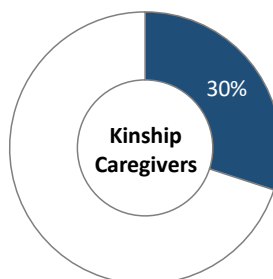
151 of the 633 caregivers who commented (24%) addressed overall training quality and helpfulness.

#### WHO COMMENTED ON THIS TOPIC?



77 of 388 commented

- 62** Satisfied
- 13** Needs work
- 1** Mixed
- 1** Neutral or unknown



74 of 245 commented

- 64** Satisfied
- 9** Needs work
- 0** Mixed
- 1** Neutral or unknown

#### Caregivers speak . . .

##### Foster

"I think it's all been helpful. Even when we've been fostering a while and dealt with many different kiddos and circumstances, training has always been a good refresher."

"Any training is helpful. I am always willing to learn."

"Alliance has been amazing, and we got most of our training through them."

"Great topics offered by the Alliance. Lots of choices for format, including webinars and support groups. Very helpful."

"I think that they do a good job."

"I think every time you take it [training], you find out something that is good to know. I have never gone and thought it was worthless."

"I actually really liked all of them [trainings]. Can't think of anything to improve."

"I felt that the training was great."

"I've been happy with my trainings."

"So far, my experience with the Alliance has been wonderful. Very thoughtful and useful trainings and discussions."

"I think the training is extensive and good."

"It has all been helpful, though at a basic level."

"Currently I can't say that it was anything worthwhile. It all seemed like general advice and didn't seem to have anything of actual value. The only reason to take it is to check a box that the required training is complete."

"We didn't gain any helpful information from the caregiver trainings we have received."

##### Kinship

"There hasn't been a class that I have taken that has not been helpful."

"I've been enjoying the classes I have taken."

"I think it was done well."

"It opened up my eyes to many things."

"This [training] has been helpful and information is good."

"I believe it does not need any more. It is really good."

"I think it is great as it is. It is very to the point and covers what foster parents need to know when taking in the children."

"All that was provided was helpful."

"It has been very useful."

"I appreciate some of the things from training and learning that their needs will sometimes be different than our bio children. The caregiver training also helped us understand which kids we are equipped to handle and which kids may need more assistance than we'd be able to give."

"I think that it is fine."

"It was all good training."

"It's been a blessing."

"There was some pretty good stuff, all of it was helpful."

"I don't know that there is more that could be done. It is adequate the way it is."

"It's amazing. I don't see any improvements needed."

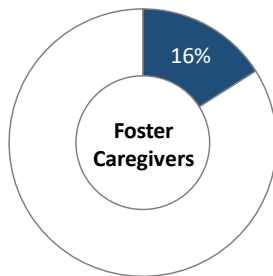
"I don't think the classes are helpful, as I am just doing what I know about raising children."

"I didn't find any helpful, none of it fits, and it did not follow the guidelines at all."

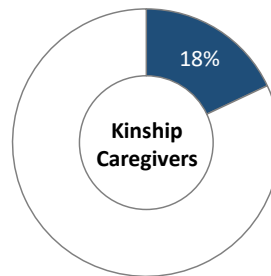
## THEME | Training Helps in Caring for Children

104 of the 633 caregivers who commented (16%) addressed how training helps in caring for children.

### WHO COMMENTED ON THIS TOPIC?



61 of 388 commented  
**47** Satisfied  
**12** Needs work  
**2** Mixed  
**0** Neutral or unknown



43 of 245 commented  
**37** Satisfied  
**4** Needs work  
**2** Mixed  
**0** Neutral or unknown

### Caregivers speak . . .

#### Foster

"There is an emphasis on seeing the whole family and having empathy for the situation in which the child and their family/community find themselves and we so appreciated that lens."

"We had training on talking with kids and dealing with emotion."

"Training covers the needs of the kids we receive. It prepares us to understand what the kids are experiencing."

"[I liked] learning about different parenting techniques."

"Birth parent perspective was helpful."

"I just remember thinking that it was so much more than you received as a parent for your own children. So brilliant and thorough. So many things that you would not think of on your own, it should be available to everyone. It was so helpful."

"[I liked] learning to understand what the kids are going through and how to support and connect with kids from hard places."

"It has helped me to understand and support the kids better when they are dealing with their trauma (such as when they have nightmares, throwing tantrums, and feeling sad)."

"I have learned a lot of great tools to help children with the emotional and physical needs."

"The classes are helpful to give us a base to start from and what to expect, but we still have to learn some on our own."

"Trainings could be more honest and transparent about what actually takes place when abused and neglected children are placed in a new home."

"So many of the trainings say there is a difference in need with foster children's behaviors, but they do not go into the specifics of all of it."

#### Kinship

"I liked the classes that helped you learn about the different methods to approach parenting and skills."

"It gave me tips on how to handle a child which is not mine."

"Extremely helpful as I have never had children until now."

"It gave me different perspectives to think about and use when working with children."

"It had been some years since my children were raised and gone. The world is a different place and new avenues and ways of approaching situations on many levels have changed. I have now been enlightened on some topics that I had never faced with my own children and been retrained on situations regarding the safety of children that I may have not realized I would face with the little ones I have now."

"How the kids are coming into your home and respect their feelings about their parents, and how to honor and respect that."

"[I liked] parts about how to handle situations as a foster parent rather than a grandparent."

"It helped me understand the emotions of the children."

"Maybe giving more examples, like if a child is acting a certain way, how should I respond. Real life examples are helpful. They provided some, but more would be good."

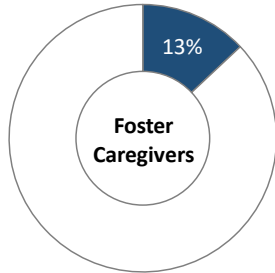
"My partner has/had no child care experience, and when I think back on that, he never really received any formal advice/support other than CPR and check-ins from the social worker. Most of the child care knowledge and support came from resources outside the Department."

# Training Access and Information

## THEME | Training Location and Schedule

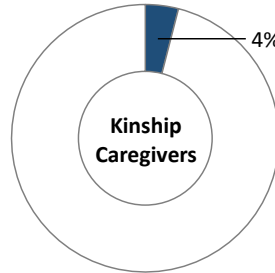
61 of the 633 caregivers who commented (10%) addressed training location and schedule.

### WHO COMMENTED ON THIS TOPIC?



50 of 388 commented

<b>2</b>	Satisfied
<b>47</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown



11 of 245 commented

<b>1</b>	Satisfied
<b>10</b>	Needs work
<b>0</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "There are a lot of options that allow for us to take them as it works for our schedules."
- "Have more training offered in our area."
- "More evening classes or weekend. During the day is difficult."
- "I would really love to see more in-person trainings in my area offered on the weekend. It is extremely difficult to attend trainings when they are offered during the week in the middle of the work day. I am a single parent, and I can't attend many trainings I would like to because they are in the middle of my workday. I have attempted a few online trainings in the evenings and those are still difficult due to single parenting."
- "More afterhours or weekend trainings to choose from for working parents. There are a few trainings on Alliance I would love to do but they are always scheduled on weekdays during work hours, so I am unable to attend."
- "[It is] hard to find times to do the trainings you want as they are often during the daytime working hours."
- "More in-person trainings closer to where we live."
- "Make it more available for families, outside of the 8-5 working hours."
- "More training and different hours in the evening or the morning or weekends."
- "Finding the time for the webinars is really hard with four kids."
- "We would like to be given more remote training. We live in a very secluded area, and we miss several trainings due to location that we would like to attend."
- "Provide courses that can be accessed outside of regular business hours to support working parents."

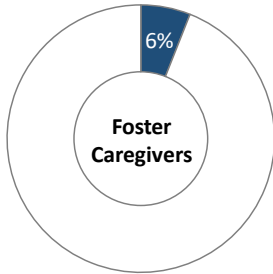
#### Kinship

- "Classes [were] offered in person at reasonable locations."
- "My biggest problem is scheduling the training. I'm a single mom with two kids under 3, so it is challenging to fit it into my day at times."
- "More 'study on your own time' classes. The schedule times for the class I want to attend has never been convenient."
- "Need times not during working hours and more learn at your own pace type learning."
- "Have the training in the evening or on weekends."
- "More time slots available."
- "Better time available."
- "More offerings in the evenings and weekends (versus traditional working hours)."
- "Need more opportunities in the evening since we both work full-time."
- "Better timing for classes, as it isn't always good. They are not held at convenient times. A lot of people are trying to do this and work."

## THEME | Other Comments About Access

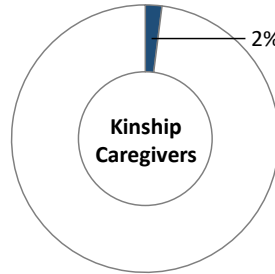
29 of the 633 caregivers who commented (5%) made other comments about training access.

### WHO COMMENTED ON THIS TOPIC?



24 of 388 commented

- 2 Satisfied
- 21 Needs work
- 0 Mixed
- 1 Neutral or unknown



5 of 245 commented

- 1 Satisfied
- 4 Needs work
- 0 Mixed
- 0 Neutral or unknown

### Caregivers speak . . .

#### Foster

"All educational information in one location is super helpful."

"Easy to access, for the most part."

"More online classes or Zoom classes. It's hard to get child care to attend in person."

"I think the main way that training can be improved is by offering trainings in person with child care on weekends. As a single woman with placements, I fear I won't meet the training requirements for maintaining my license unless I use respite to do trainings which I also don't think is fair or appropriate. Most online trainings are only available during the work day or during the dinner time/bedtime routine. Some of these trainings I have really, really wanted to take and tried to arrange a sitter for the evening offering but it never works out to allow me to attend. The frequency, more frequency."

"Could be more options or reimbursement for other trainings."

"The class I was looking forward to the most had to be rescheduled because not enough people signed up."

"So many [trainings] are scheduled during work and/or on the weekend when I have to pay out of pocket to attend the trainings."

"It seems as though most trainings are accessible only to parents who don't work out of the home."

"Now that they're returning to more live training, it is difficult to find child care for all day and some are only offered in the middle of the work day."

"Have in-person training on times and days that working families can attend. Provide child care during training."

#### Kinship

"[It was] easy to access, very relevant information, good format."

"Have actual classes offered at no cost."

"Offer this training through DCYF instead of having to pay for it."

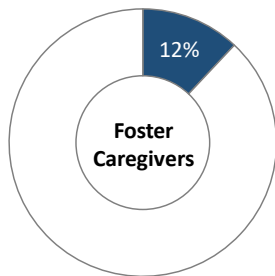
"Day care during training [should be] provided."

"It is difficult to access."

## THEME | Information

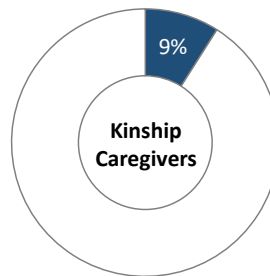
67 of the 633 caregivers who commented (11%) addressed information about training.

### WHO COMMENTED ON THIS TOPIC?



45 of 388 commented

<b>13</b>	Satisfied
<b>32</b>	Needs work
<b>0</b>	Mixed
<b>0</b>	Neutral or unknown



22 of 245 commented

<b>9</b>	Satisfied
<b>12</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "I really enjoy when I take a new child in, I look at their behavior and needs and I can go on (the website) and see what trainings are coming up next. This recently happened with a child placed with us with ADHD."
- "All my instructors were knowledgeable and gave wonderful resources and helped resolve problems."
- "It is just nice to have those resources available if you do have questions. It's nice to have it online so if we can't get a hold of someone right away, we have a resource for answers."
- "[I want] trainings that are easily searchable and categorized by what training categories are required for recertification."
- "Better description of the adoption support class, most of the other folks in the class thought it was an intro to adoption class."
- "When we sign up for classes, sending out reminders to our email or text would help us not to miss a class."
- "It was difficult to locate upcoming trainings without having to drill into each class to see if it was being offered anytime soon."
- "Provide resources for support in your area."
- "Focus more on resources offered for children that will be in your care. Regardless of any training, it is so different and more confusing when you don't know what is out there when they are actually in your care."
- "[Tell us] how to get access to therapeutic resources like occupational therapy and speech therapy."
- "We had to find out about Head Start on our own, it was never suggested. We don't know what resources are out there for kids in crisis."
- "Have someone such as a training coordinator to help find classes."

#### Kinship

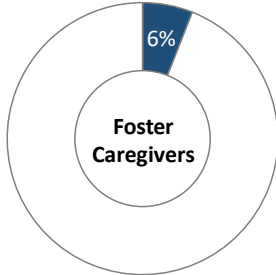
- "Through CaRES I was able to search for training that pertained to this kiddo. The training was good, gave good advice, and was pertinent to my situation."
- "There is a lot on the Alliance CaRES website for courses."
- "It [training] has helped me find resources that I am eligible for as a caregiver."
- "We feel wonderful about what's been provided through Encompass. They've referred us to books and resources to help with development. We feel our development specialist has a crystal ball – every month she tells us what's coming next, from positive progress to temper tantrums."
- "We didn't know how to even find it [training] after the placement of children occurred."
- "I think an established curriculum and guidance on what training would be best in a particular situation would be helpful."
- "Finding the right trainings could be easier, without having to go back and find the emails telling me what to register for."
- "Start out with a list of resources. Shouldn't just randomly find out about what is available for kids in care."
- "The training needs to offer resources that you can log into at any time, day or night, weekends or evening."
- "It could be improved by giving more resources for children with trauma."

# Trainers and Methods

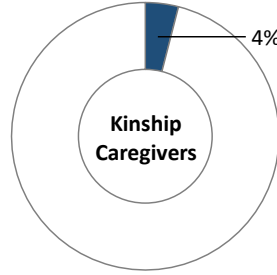
## THEME | Trainers

36 of the 633 caregivers who commented (6%) made comments about trainers.

### WHO COMMENTED ON THIS TOPIC?



25 of 388 commented  
**19** Satisfied  
**6** Needs work  
**0** Mixed  
**0** Neutral or unknown



11 of 245 commented  
**9** Satisfied  
**1** Needs work  
**1** Mixed  
**0** Neutral or unknown

### Caregivers speak . . .

#### Foster

- “Experienced and caring instructors who are available to answer questions.”
- “I liked that the initial training included real foster children and real foster parents.”
- “I did a training recently when the trainer was willing to stay and answer questions after the workshop, and that was helpful.”
- “[The trainer was] amazing. She is genuine and shared experiences.”
- “The teacher really made the content relevant to individual needs of the attendees and the specific issues they were having.”
- “In-person training with a knowledgeable and passionate instructor has been the most helpful.”
- “The trainers are amazing people. They are very giving, knowledgeable, not only with their educational background, but with their hands-on experience. They continue offering support even after the training is over.”
- “[The trainer] provided practical information and techniques that we could put into practice.”
- “Hearing from actual foster parents and older foster children is really helpful.”
- “More insights from birth families.”
- “Having kids present in the classes who have aged out to share what worked and didn’t work for them.”
- “More trainings with panels of foster parents.”

#### Kinship

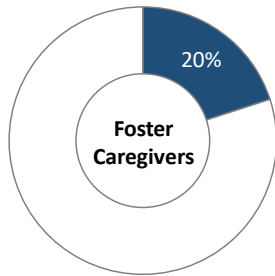
- “It [training] was often provided by people who have been caregivers to foster children themselves and was very applicable and practical.”
- “The interviews from former foster parents have been the most helpful.”
- “Great staff.”
- “[I liked] the staff at DCYF.”
- “The teacher of those classes was great as well, and a great resource.”
- “Our Academy has been the best training.”
- “There have been a few trainings with knowledgeable staff that have been helpful.”
- “The instructors that I had were great. They supplied what they could to us all during class.”
- “[I liked] the interview from former foster parents and children.”
- “Maybe have more sharing from biological parents. I enjoyed seeing the point of view from a biological parent who shared during the class.”
- “Maybe have people who actually grew up in a traumatic household teach. That way, they understand a lot of these kids and what they are going through.”



## THEME | Approaches to Training

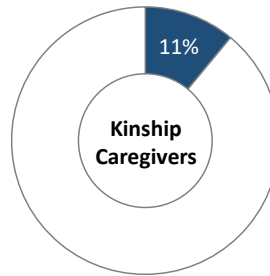
103 of the 633 caregivers who commented (16%) addressed approaches to training.

### WHO COMMENTED ON THIS TOPIC?



76 of 388 commented

- 19 Satisfied
- 49 Needs work
- 6 Mixed
- 2 Neutral or unknown



27 of 245 commented

- 8 Satisfied
- 17 Needs work
- 1 Mixed
- 1 Neutral or unknown

### Caregivers speak . . .

#### Foster

"It's just nice to have videos and stories from people who have lived it, instead of just a ton of reading on our own."

"I like the classes where we have a trainer we can interact with."

"I like the in-person classes the best. I get more out of that training."

"Concrete examples were very helpful."

"[I liked] the shadowing classes."

"Training that combined knowledge and application is most helpful (ex: TBRI training)."

"I liked my trainings. Things are different since COVID. I enjoyed online, the webinar, and in-person classes. Maybe offer more options to complete the training for all."

"Offering more expert guests in the area of child development and the new research and new topics. Maybe more book clubs for foster parents to read together to learn about a certain topic. I found that very helpful."

"Sometimes, the training is so basic that I would rather read it on my own than listen to someone present it."

"They talk a lot about what you should do and how you should react, but no guidance on how to do it in the moment. Role playing would be helpful and also talking about what other caregivers have experienced in those situations."

"Have real life situations in training."

"It would be nice to do training in person rather than over Zoom."

"[I want] more coaching/placement-specific opportunities."

"I would like to see more in-person training."

"Real life situations with real solutions."

"Having more of the training recorded and available on demand, and then having a way to submit questions, would be very helpful in accommodating busy schedules."

"More opportunities to ask questions/personalize the training."

#### Kinship

"Lots of knowledge presented in an easy-to-learn format."

"[I liked] having concrete examples of theoretical concepts."

"[I liked] watching the videos and answering questions regarding the different scenarios and situations that may arise while caring for a child."

"The book clubs were a support group to me."

"They did a good job preparing us about behaviors and things we could come in contact with."

"I was given a disc to watch. But I already knew most of what was presented."

"Providing some in-person classes now that COVID is under control would be beneficial."

"I personally prefer in-person training, and I would have preferring being able to ask questions and all."

"The caregiver training created more questions than what I had going into the training. They need to do those trainings person to person."

"Less computer work and more hands on."

"I would like to see more in-person training."

"In-person training would be better."

"More interactive."

"Offer more virtual and more reading available."

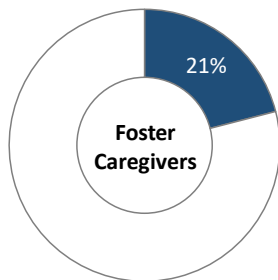
"[I want training] provided in writing, as listening is not my mode of learning."

"More interactive options. Make it more fun, it was so 'blah.'"

## THEME | Online Training

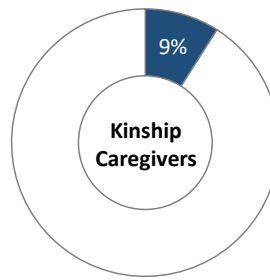
105 of the 633 caregivers who commented (17%) addressed online training.

### WHO COMMENTED ON THIS TOPIC?



83 of 388 commented

<b>34</b>	Satisfied
<b>40</b>	Needs work
<b>8</b>	Mixed
<b>1</b>	Neutral or unknown



22 of 245 commented

<b>10</b>	Satisfied
<b>11</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "It's helpful to have webinars or online trainings that we can do at our own pace, on our own time."
- "The flexibility of the learning is what I appreciate, being able to do it online at our convenience."
- "[I like] flexibility to do training from home."
- "Having a variety of information by video was helpful. Plus, it was nice to do trainings on my time online."
- "I like that there are in-person and online options."
- "It's great to have online training available."
- "I liked that it was on Zoom so I could attend around our busy schedules."
- "Continue on Zoom. For us foster parents with multiple kids and schedules, virtual is very helpful."
- "In the last 3 years, training has been challenging because of COVID. The value is in the in-person trainings, especially those that accompanied the support groups so you could talk with others in similar situations. The online training just isn't the same. The nice thing about online training is you can take classes on demand when it works for you."
- "Make the e-learning more accessible, it's very hard to navigate."
- "More training available online."
- "Offer more e-courses and online courses that allows for flexibility in trainings."
- "In-person training would be better than the online training, which has no coaches or instructors, and you just click through."
- "The way it is set up online, it is set up that someone could go through it without watching or reading anything. For people that need that information it is a joke if they do not take it seriously. If you get to a question that you get wrong, you just had to keep guessing until you select the right one and you passed. There was no accountability that you really went through the course."

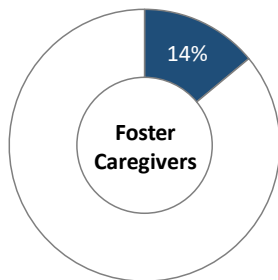
#### Kinship

- "Online, on-demand courses have been very helpful to fit into busy schedules."
- "Having the Zoom/online classes was so convenient."
- "Online training is helpful due to scheduling and ability to select what is applicable."
- "They have made it pretty easy now. Me and my husband can go on the website and view the trainings after kids are in bed."
- "My younger one is very defiant. I can go on the website and watch videos for options to try."
- "[I liked] online interactive videos about dealing with trauma and behavior."
- "It's helpful when you are able to get the training online, especially during COVID."
- "I like the caregiver training that is online, that I can do on my own time. However, the website needs to be more user friendly."
- "More online options."
- "I hate online. There are hardly any in person."
- "I'd love to attend training in person rather than online."
- "Online training is somewhat confusing, and we needed help in maneuvering around."
- "More online courses."
- "Not videos. I don't know, maybe an option of in-person or virtual classroom or videos."
- "I'd rather do an in-person class than online."

## THEME | Building Community in Training

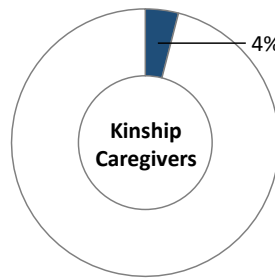
66 of the 633 caregivers who commented (10%) addressed building community in training.

### WHO COMMENTED ON THIS TOPIC?



55 of 388 commented

<b>35</b>	Satisfied
<b>18</b>	Needs work
<b>2</b>	Mixed
<b>0</b>	Neutral or unknown



11 of 245 commented

<b>7</b>	Satisfied
<b>3</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "I really enjoy hearing stories from other more seasoned caregivers of normal interactions with families, and being able to share tips from each other on things they found helpful."
- "Talking with other foster parents helps a lot!"
- "[I liked] connecting with other people who are also foster parents. We have made friends who are supportive and helpful. They're a resource for help when we don't know what to ask for."
- "Being able to connect with other foster parents to bounce things off each other. It is such an asset to have those connections."
- "[I like] being able to hear other foster families' stories and strategies that worked for them."
- "Just hearing different stories from other foster parents."
- "It was nice to discuss with other caregivers the things that may happen with the children."
- "Small training classes mean that other foster parents have spoken up and shared their experiences and stories. It's helpful both to hear other strategies and to know that our problems are more common than we realize."
- "In the past, when training was in person, it was so much better. It was about networking at that point. The community was stronger. It is more flexible now being online, but I see a lot of foster parents that do not get it."
- "More networking with other parents."
- "[I want] more peer interaction."
- "Finding more ways to connect caregivers."
- "Some of the support groups can be a very mixed bag and not in my local area. Having a set-up where there is a group of families in my local area to share experiences would be a lot more valuable."

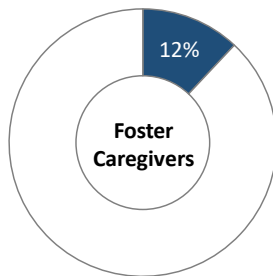
#### Kinship

- "The trainings were helpful. I liked meeting other foster parents."
- "[I liked] talking to others in similar situations as us."
- "The interviews from former foster parents have been the most helpful."
- "[Training] came with a lot of support for me, I am the grandfather and not the father, so it has been helpful. It really provided me a lot of knowledge because of the way the father and mother left them (children). This helped me with the support for my grandchildren."
- "[I like that it] brings in community."
- "Maybe have more sharing from biological parents. I enjoyed seeing the point of view from a biological parent who shared during our class."
- "More in-person training, as you get more feedback, and it also would help develop a peer network."
- "[I want] caregiver support groups. To hear other people's stories for encouragement when you think you just can't do it anymore."

## THEME | Training Process

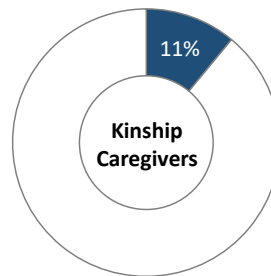
73 of the 633 caregivers who commented (12%) addressed the training process.

### WHO COMMENTED ON THIS TOPIC?



45 of 388 commented

10	Satisfied
32	Needs work
3	Mixed
0	Neutral or unknown



28 of 245 commented

8	Satisfied
20	Needs work
0	Mixed
0	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "It is go at your own pace."
- "I can always find a training to refresh my knowledge or provide new and additional information."
- "I was able to go find continuing education courses that fit the child in our care."
- "[I like] flexibility about how I receive the training – online or in person."
- "I'm a teacher, and much of my training can be converted to the hours needed for renewal. Hours transfer over."
- "My husband and I both have a lot of child care experience prior to becoming foster parents, so most of what we took were like refreshers. It is a good overview, but a deeper [dive] into each topic would be useful."
- "Have more training in shorter sessions."
- "I think that all members of the household should be required to take at least some portion of the training."
- "The process of having to report your training was difficult, and without responses from our agency, I just ended up never turning in my completed courses."
- "Could some trainings be added to an app where certain lessons could be done in increments (5 minute skill/ thought a day) that would add up to a certain amount of credits, but could be completed on demand? That would be amazing!"
- "Maybe make some of the longer modules smaller."
- "Some of my classes didn't transfer to Binti. Some of the new classes seemed a little too quiz and test centered."
- "I don't think they should require the high-risk youth trainings unless you are accepting those youths into your home."
- "Consider specific training for the child's medical needs for training hours."
- "Survey foster caregivers and ask what they need, then provide classes."

#### Kinship

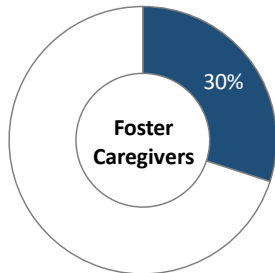
- "Being able to work at our own pace was also helpful due to juggling an already busy schedule."
- "It was good for a refresher."
- "CE [continuing education] credits were very helpful in my situation."
- "Most of my training has been on the internet. The first aid was a good one and was a good place to start. It was a good refresher. It helped refresh me when I had to do the hands-on course I had to take."
- "I think it should be required the minute the child is placed. Even if a person is just thinking about it prior to application."
- "I think that mental health first aid should be a required training."
- "The amount of material could be increased. I thought it was too short and I finished quickly, although I was told that most people take a long time to finish the training."
- "Maybe have a test at the beginning to see what the person already knows and then have them brush up on the subjects that need assistance."
- "I didn't realize this process could take so long."
- "Their certification process was impossible, they kept losing documentation."
- "It should be presented on the onset of the placement of the first child. While we were waiting two months for the placement, we could have gone through the training and have been prepared."
- "My wife doesn't speak much English, and if it was in Spanish that would be very helpful."
- "All my training was with an interpreter, and it would be nice to have a Spanish class."

# Training Content and Topics

## THEME | General Training Content

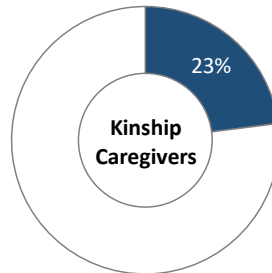
173 of the 633 caregivers who commented (27%) addressed general training content.

### WHO COMMENTED ON THIS TOPIC?



116 of 388 commented

<b>56</b>	Satisfied
<b>48</b>	Needs work
<b>12</b>	Mixed
<b>0</b>	Neutral or unknown



57 of 245 commented

<b>32</b>	Satisfied
<b>21</b>	Needs work
<b>4</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "I've taken some good classes over the years. It always helps to be more knowledgeable in situations. Trainings help you get ready for what could happen with a kid."
- "It helps to point us in the right direction when making decisions for our kids."
- "[I like] having sessions that speak directly to what we are experiencing."
- "It gave me the tools and some food for thought to handle situations. It has evolved throughout the years. Learned some things that we would not have thought of on how to handle situations."
- "Very informative and great information when you are new to fostering."
- "It helped to think outside the box, remember that children in care are different in the way they think/manage their lives and thus need to be treated differently to help them."
- "It kind of gave us guidelines, but in many respects, it was the worst case rather than real world applications."
- "Some of the training is just not realistic. So much is missing for first time foster parents. Even a basic rundown of resources and a timeline of what to do, day, week, month, etc."
- "Classroom training is too generic and only teaches things that are obvious or in an overly idealized situation. Doesn't help with the more difficult scenarios or take into account that the kids are often uncooperative or actively avoid help."
- "Trainings could be more realistic. I feel like many trainings I've been a part of ignore the realities of being a caregiver and only speak to an ideal situation or are biased."
- "Trainings are really rudimentary and geared towards people with little or no social service experience. It would be more beneficial to have classes with more in-depth topics and information, especially since they all seem to repeat the same information."

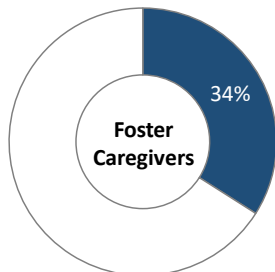
#### Kinship

- "All of the courses I took were very helpful in providing info on what to expect and possible resources available."
- "It opened my eyes to a lot of things that I didn't know before."
- "Learning how to respond to a child in my care. How to get them the help they may need, that I can't provide."
- "It covers a wide range of scenarios and issues that may arise. It makes you consider what the best approach might be for your child."
- "The training I took online was very insightful and made me think/see things from different angles."
- "[It gave me] updated information on best practices in the role."
- "Helped me to see things from a different perspective."
- "Prepares us for any potential issues that may arise."
- "This training gives you scenarios you would not think of and prepares you on how to handle different scenarios."
- "Provides information that is family-based and expectations clearly mapped out."
- "Most of the caregiver training is useful for the day-to-day dealing with the children, some is not really helpful dealing with the kids. It's more, I would say out there, so not really practical or useful."
- "Use less jargon."
- "Shorten it by not being so repetitive."
- "Involve all types of caregiving."
- "I think it could be improved to provide more individualized support or information regarding the specific child or children a family is fostering."
- "Some of the videos are too long and too many of the same people. We know their story and perspective, it would be nice to get some others."

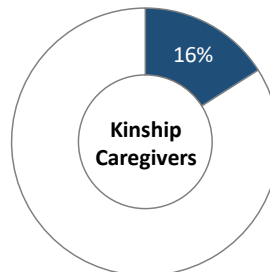
## THEME | Trauma and Behavioral Health

**170** of the 633 caregivers who commented (27%) addressed trauma and behavioral health. In addition to the comments below, another 34 Foster and 7 Kinship caregivers said that they liked “the training on behavior and trauma” or “TRBI training.”

### WHO COMMENTED ON THIS TOPIC?



131 of 388 commented  
**105** Satisfied  
**12** Needs work  
**13** Mixed  
**1** Neutral or unknown



39 of 245 commented  
**28** Satisfied  
**11** Needs work  
**0** Mixed  
**0** Neutral or unknown

### Caregivers speak . . .

#### Foster

- “The training helped me understand children dealing with different trauma and how you can help understand them and deal with certain situations.”
- “It has given me tools and strategy for working with children with trauma.”
- “Learning about trauma has been the most helpful.”
- “We have taken an assortment of different classes about caring for drug-affected or trauma-affected children.”
- “It gave us insight on behaviors due to trauma.”
- “Providing education on trauma and how it affects behaviors and attachments.”
- “They explain the changes of the brain and how it impacts things instead of just telling you how trauma presents itself.”
- “It prepared us for what was to come, especially trauma-based situations.”
- “Access to relatable real life courses covering topics children in foster care suffer trauma from. Helps us understand and be empathetic towards their behaviors or mindset.”
- “Learning ways to help children when they come into our care from abuse and neglect, and the behaviors that result from that.”
- “Some of the classes have helped us understand how a trauma-inflicted brain works and how we can help them.”
- “[I liked] learning about trauma-induced behavior and the consequences of substance abuse in utero.”
- “There’s lots of info for kids that have signs of trauma, but what about the kids that have trauma, but the trauma has been... like we got ours as a baby, so not all kids have high triggers and things like that present. It’s great to know those, but it’d be nice to get more of a variety.”
- “Many of the classes have specific titles (Why Kids Lie, Behavior Redirection, etc.) but turn out to be generic information about kids who have experienced trauma.”

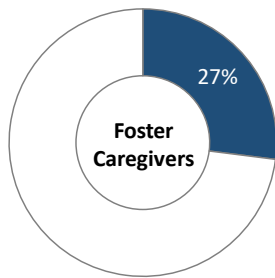
#### Kinship

- “I would say learning about how to work with children that have trauma. Most of the kids coming into kinship with some type of trauma and this is very helpful.”
- “It prepares you to get ready for the traumatized child.”
- “[I liked] classes on managing and better understanding of ADHD and trauma-based therapy.”
- “Learning about the impact trauma has on a person even while in the womb.”
- “Good strategies and background information about trauma.”
- “The biggest thing is communication. How to communicate and how to relate. How to better understand trauma and what responses and behaviors are appropriate.”
- “[I liked] all the great classes for how to deal with trauma, abuse, etc. They were all great. Still reading and working with therapist to gain more knowledge.”
- “I would like to see courses on reactive attachment disorders, personally. I had a placement with this, and it was undiagnosed until after she left.”
- “More training regarding specific parenting techniques. Child specific care, or rather condition specific, i.e., ADHD, autism, sensory processing disorder, and the like.”
- “More trauma-based interventions.”
- “Caregiving instruction and resources for children with special needs should be improved or even implemented. There are no programs available for children with autism.”

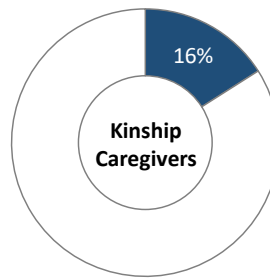
## THEME | Child Behavior and Development

14 of the 633 caregivers who commented (23%) addressed child behavior and development.

### WHO COMMENTED ON THIS TOPIC?



106 of 388 commented  
**87** Satisfied  
**16** Needs work  
**3** Mixed  
**0** Neutral or unknown



38 of 245 commented  
**29** Satisfied  
**9** Needs work  
**0** Mixed  
**0** Neutral or unknown

### Caregivers speak . . .

#### Foster

- "We have kids with high behavior issues, so the training that the agency and Alliance provides is helpful as most kids have had high trauma. The training helps us to understand how to help them better and deal with certain scenarios that may come up."
- "The ones that talked about behaviors was the most helpful and best."
- "Learning how to deal with behaviors and addressing them. Dealing with escalations and such things."
- "The best class that I ever took was an anger management class."
- "Understanding how trauma affects growth."
- "I enjoyed the TBRI training and getting those resources. It told us what the next steps looked like."
- "The training on different behaviors to expect. It was good preparation."
- "How to make adolescents calmer was great."
- "They helped with a lot of discipline stuff and strategies for when placement was given to us."
- "Lots of information on behaviors and where kids are coming from."
- "Understanding trauma and its effect on behaviors. Understanding alcohol and drug exposure and the effects on development, leaning, and behavior."
- "Learning more tools to deal with behavioral issues and how to see things with the child's perspective."
- "There needs to be more preparation for the severe behavioral disorders that are so common in the foster care system."
- "More training on resources and training on dealing with the behaviors of older children."
- "More concrete approaches to tantrums."
- "Need to provide more training on infants."

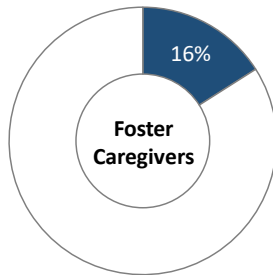
#### Kinship

- "They trained me about how the children may act and how can I respond to their attitude. They put some case scenarios to go through and how to respond to that kind of behavior."
- "The Period of Purple Crying video was informative."
- "[I liked] the training on caring for children with behavior problems."
- "Learning the rule and why they are in place, as far as discipline and consequences."
- "It has taught me a lot on how to work with different behaviors and attitudes, all the way to being able to read body language. I feel a lot more confident in myself after the training."
- "The caregiver training during the licensing process was very insightful and helpful to me as far as understanding different behaviors and interpreting them in the children."
- "TBRI training was the most helpful."
- "It taught me alternative ways to handle behaviors from our perspective."
- "It provided tools and strategies to support the child's development in a positive, affirmative manner."
- "[I want] a little more detail of some of the behaviors you may see in kids."
- "I would have liked some information on how to handle challenging behaviors."
- "More information pertaining to different age groups. Because each stage of life is different, and for us having a teen was new so we went into it with little knowledge."

## THEME | Navigating the Foster Care System

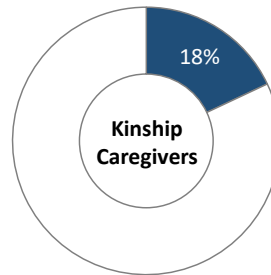
108 of the 633 caregivers who commented (17%) addressed training about navigating the foster care system.

### WHO COMMENTED ON THIS TOPIC?



64 of 388 commented

<b>33</b>	Satisfied
<b>26</b>	Needs work
<b>5</b>	Mixed
<b>0</b>	Neutral or unknown



44 of 245 commented

<b>38</b>	Satisfied
<b>5</b>	Needs work
<b>1</b>	Mixed
<b>0</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

- “Learning the different sub-groups that work for the state was very helpful.”
- “I feel more informed on laws and expectations than most other people I’ve spoken to.”
- “The sessions with DCYF workers and other outside agencies and employees have been enlightening to understand how the complex system works.”
- “The webinar on newest legislation was very helpful. The two new bills that were passed and what it meant to foster parent.”
- “It gives you different perspectives and helps you understand the system.”
- “[I liked] knowing the rights the children have as well as the families and the foster caregiver.”
- “I think it was helpful to give a good general baseline for everything, and about the process and about some issues you might face.”
- “More explanation of the various court proceedings you encounter as a caregiver would be nice.”
- “I think a ‘How to navigate the social workers’ class would be so helpful.”
- “I felt pretty lost regarding the process once I got a kid. I know there’s other training I can take to help with that, but it would be nice if that was in the basic training since it’s so fundamental once you get a placement.”
- “Define acronyms, explain what certain court hearings are called and the purpose. For example, what is a fact finding?”
- “Trainings are only about the kids, when what is most challenging is navigating the system itself.”
- “Maybe more information about how the system works in general, and overview of the different members that make up a child’s team and what their responsibilities are.”

#### Kinship

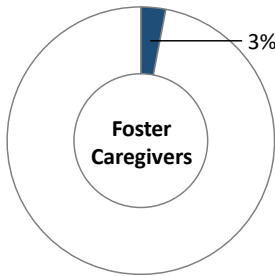
- “It showed me how to navigate the process of dealing with the state.”
- “The processes and timelines were helpful. This is my first time doing this, so it was very needed.”
- “It was a helpful overview of the system and general themes that could come up when providing foster care.”
- “All the training about navigating the system has been the most helpful. It can be overwhelming to work through the system, especially when you’re not sure who to contact.”
- “[I liked] some of the legal information regarding the process of a child being placed and what they are going through.”
- “It gave me information on what to expect with CPS.”
- “It just broke down some of the rules and regulations, and how the system works, and the process as to how everything goes.”
- “Understanding a little bit about the differences between adoption and guardianship.”
- “[The training] enlightened me on Washington State guidelines.”
- “More information on how to become a foster home rather than a relative home.”
- “Maybe give more accurate information on how the process of foster parenting really works so the foster parents may be more adequately prepared.”
- “It would be better to notify how things work in the system.”



## THEME | Cultural Awareness and Cultural Issues

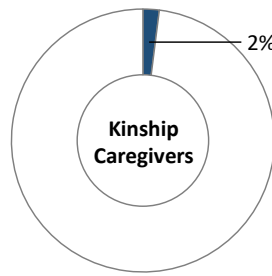
17 of the 633 caregivers who commented (3%) addressed cultural awareness and other cultural issues.

### WHO COMMENTED ON THIS TOPIC?



13 of 388 commented

9	Satisfied
1	Needs work
3	Mixed
0	Neutral or unknown



4 of 245 commented

3	Satisfied
1	Needs work
0	Mixed
0	Neutral or unknown

### Caregivers speak . . .

#### Foster

- "I learned a lot about diversity, trauma."
- "[I liked] the training on African American children for their hair needs."
- "Trainings on culturally affirming care."
- "Hair and skin care for Black kids."
- "The diversity training."
- "New trainings on teens and African American care."
- "There were good points surrounding WACs, cultural sensitivities and supports, communication, and an idea of general behaviors we might expect."
- "The African American hair training was good though, and I did learn hand on skills there."
- "We felt like the discussion of how ADOPTION IS ALSO TRAUMA was lacking. We were able to find external resources that discussed how to promote connections with a person's first family, culture and identity, but very little of this was discussed in the trainings we accessed."
- "Need to address the cultural aspect more so that child's cultural needs are met."
- "[I want] more cultural specific training."

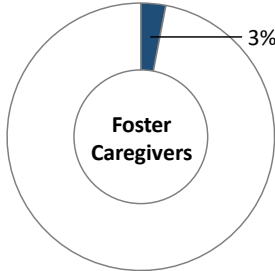
#### Kinship

- "I think for me learning about the different categories and keeping their ethnic backgrounds and keep them involved in their backgrounds and respect the different religions and understand that their routines and food preferences would be different. Everyone should take those classes."
- "I like to refer back to my trainings. It's like my bible. Just knowing how to deal with these children coming into your home, especially culturally."
- "It opened my eyes to the diversity of kids in foster care and their different needs."
- "Offer more on African American hair care."

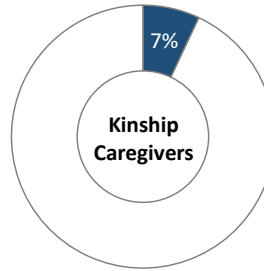
## THEME | Caregiver Core Training

30 of the 633 caregivers who commented (5%) addressed caregiver core training. In addition to the comments below, another 10 Foster and 12 Kinship caregivers said simply that they liked “Caregiver Core Training.”

### WHO COMMENTED ON THIS TOPIC?



13 of 388 commented  
**12** Satisfied  
**1** Needs work  
**0** Mixed  
**0** Neutral or unknown



17 of 245 commented  
**16** Satisfied  
**1** Needs work  
**0** Mixed  
**0** Neutral or unknown

### Caregivers speak . . .

#### Foster

“The Caregiver Core Training was very helpful in preparing me for the majority of caregiving situations.”  
 “I also felt that the CCT at the very beginning was such good info, I wish all parents were required to have it! What a better way to start life a lot of children would have!”  
 “The CORE training: it would be helpful if it was more real, i.e., to be honest with the caregivers.”

#### Kinship

“I think the Caregiver Core Training was very helpful in discussing and introducing the different reasons of children coming into care and a refresher on what behaviors to look for in the children.”  
 “The core training course was very helpful and informative.”  
 “I learned a lot with core training.”  
 “The CORE training was very long but worth the time.”  
 “The CCT focuses on younger kids and not teens.”

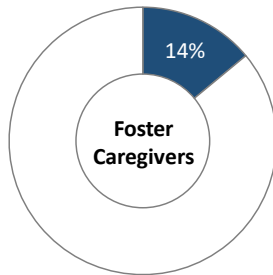


Gettyimages.com/Anna Stills

## THEME | Other Specific Training Topics

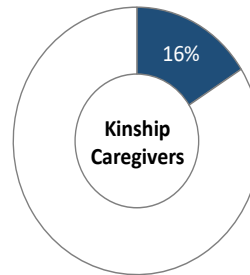
94 of the 633 caregivers who commented (15%) addressed other specific training topics, including health and safety.

### WHO COMMENTED ON THIS TOPIC?



54 of 388 commented

<b>33</b>	Satisfied
<b>18</b>	Needs work
<b>2</b>	Mixed
<b>1</b>	Neutral or unknown



40 of 245 commented

<b>29</b>	Satisfied
<b>9</b>	Needs work
<b>1</b>	Mixed
<b>1</b>	Neutral or unknown

### Caregivers speak . . .

#### Foster

"The training on Apple Health informed us on features that we were previously unaware of. The training on providing emotional support was also very informative."

"It has just been very applicable, for instance CPR training. Hope never to use it, but it is a necessity for younger, rambunctious kiddos."

"The new training brought out the value of the foster and bio parent relationships."

"[I liked] specific de-escalation techniques and ideas for educational advocacy."

"The self-care one was helpful."

"A lot of the training I did was based on connection to biological family, how to maintain that and how it was beneficial to adopted children."

"The training on suicide prevention, social media, TBRI, LGBTQ+ – all excellent."

"A couple of trainings and conferences of foster and bio parents interacting together since we are very rarely allowed to associate with bio parents. I found communication and discussions very helpful even to develop compassion in regards to substance abuse, abuse, and generational trauma. This helps with empathy. I would like to see more of this where bio parents feel more supported by us and not as adversarial, like we are trying to take their kids away."

"Offer more training for foster parents of LGBT+ teenagers."

"There needs to be more training on advocating for the children AND the parents. Information about the basic timeline of care to include definitions of shelter care, dependency, etc."

"I wish they had more online trainings about what to do about talking to your kids about termination."

"Bring back the First Aid CPR trainings. I was just told we would have to get it on my own. Not helpful."

#### Kinship

"CPR/First Aid was very informative, both good reminders, plus new recommendations that I had not heard."

"Video about the fire escape ladder was helpful."

"[I liked] the foster care college training."

"The training on time in and time out."

"The basic course that was required to take for becoming licensed was helpful."

"I would say the CPR and biohazards training and brain development."

"The training at the hospital was great: CPR and how to care for a special needs child."

"Infant CPR, purple crying, safe sleep, and how to properly put a car seat in."

"There were several items, including the first aid training, that I found helpful."

"It gave a lot of good information. Like what to do in case of choking, etc."

"The first aid was a good one and was a good place to start. It was a good refresher. It helped refresh me when I had to do that hands-on course."

"Increased training on age-specific nutrition."

"I think the part about dealing with the child's family, the good, the bad and the ugly, I feel they could have expanded on that overall."

"Maybe if they offered me CPR training."

"More training for the grandparents that are taking in relatives and the stress that comes with that."

"More training around allegations of abuse."



# Narrative Comment Summaries

## Support: All Caregivers

1349 Respondents (1238 made comments about Support)

MAJOR THEMES AND SUBTHEMES <sup>1</sup>		Total		Satisfied		Needs Work		Mixed		Other	
		# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>
<b>Quality and Helpfulness</b>		387	31%	221	18%	146	12%	15	1%	5	0%
<b>Overall Quality &amp; Helpfulness</b>		320	26%	173	14%	146	12%	0	0%	1	0%
DCYF Support	QS	194	16%	92	7%	94	8%	7	1%	1	0%
Nothing	QN	175	14%	112	9%	63	5%	.	.	.	.
Specific Agency/Area/Office Support	QP	105	8%	68	5%	18	1%	15	1%	4	0%
<b>Caseworkers and Other Staff</b>		1,007	81%	418	34%	364	29%	225	18%	0	0%
<b>Caseworker Support</b>		414	33%	311	25%	101	8%	1	0%	1	0%
Caseworker Support	SS	492	40%	299	24%	96	8%	96	8%	1	0%
Caseworker Staff	SW	38	3%	28	2%	8	1%	2	0%	0	0%
Courtesy and Respect	SC	128	10%	64	5%	55	4%	9	1%	0	0%
Listen/Understand	SL	190	15%	95	8%	82	7%	12	1%	1	0%
Inclusiveness	SI	89	7%	23	2%	59	5%	7	1%	0	0%
Communication	SOC	208	17%	62	5%	134	11%	12	1%	0	0%
Responsiveness	SOR	382	31%	169	14%	168	14%	45	4%	0	0%
Other Comments About Caseworkers	SO	354	29%	115	9%	197	16%	40	3%	2	0%
Need More Caseworkers	SN	93	8%	.	.	93	8%	.	.	.	.
<b>Access, Process, and Coordination</b>		661	53%	218	18%	359	29%	82	7%	2	0%
<b>Access</b>		384	31%	260	21%	113	9%	11	1%	0	0%
Phone/Staff Access	AP	287	23%	192	16%	78	6%	17	1%	0	0%
Consistency of Contact	AR	168	14%	102	8%	53	4%	13	1%	0	0%
<b>Process</b>		333	27%	19	2%	309	25%	1	0%	4	0%
General Processes	PR	158	13%	8	1%	145	12%	5	0%	0	0%
Specific Processes	PS	225	18%	11	1%	196	16%	12	1%	6	0%
Paperwork Processes	PP	19	2%	2	0%	17	1%	0	0%	0	0%
<b>Coordination</b>		84	7%	16	1%	65	5%	3	0%	0	0%
<b>Information</b>		509	41%	173	14%	265	21%	70	6%	1	0%
<b>Resources</b>		445	36%	262	21%	145	12%	37	3%	1	0%
Medical, Dental, Mental Health	RM	65	5%	26	2%	36	3%	3	0%	0	0%
Respite Care	RR	22	2%	5	0%	16	1%	1	0%	0	0%
Transportation	RT	41	3%	17	1%	22	2%	2	0%	0	0%
Child Care	RC	38	3%	15	1%	22	2%	1	0%	0	0%
Financial Matters	RF	54	4%	16	1%	35	3%	3	0%	0	0%
Other Resources (includes training)	RO	238	19%	155	13%	64	5%	18	1%	1	0%
Other Sources of Caregiver Support	OS	149	12%	106	9%	33	3%	10	1%	0	0%
<b>Caregiver Licensing</b>											
Licensors	SF	62	5%	48	4%	12	1%	2	0%	0	0%
<b>Other</b>											
Not about support	O	124	10%	9	1%	44	4%	3	0%	68	5%
Don't know	DK	113	9%	.	.	.	.	.	.	113	9%

<sup>1</sup>Major themes (in blue rows) are deduplicated rollups of the subthemes listed below, i.e., a caregiver who made "Satisfied" comments in both "Child Care" and "Respite Care" is counted only once in the "Resources" row. A person who has a "Satisfied" comment in the "Child Care" row and "Needs Work" in the "Respite Care" row would be counted as a "Mixed" comment in the "Resources" row.

<sup>2</sup>All # columns show how many caregivers made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A caregiver with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

<sup>3</sup>Respondents who commented on this theme as a percentage of the total number of respondents who answered the open-ended questions about support.

## Support: Foster Caregivers

495 Respondents (452 made comments about Support)

MAJOR THEMES AND SUBTHEMES <sup>1</sup>	Total		Satisfied		Needs Work		Mixed		Other		
	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	
<b>Quality and Helpfulness</b>		132	29%	69	15%	48	11%	13	3%	2	0%
<b>Overall Quality &amp; Helpfulness</b>		79	17%	27	6%	52	12%	0	0%	0	0%
DCYF Support	QS	53	12%	12	3%	40	9%	1	0%	0	0%
Nothing	QN	31	7%	17	4%	14	3%	.	.	.	.
Specific Agency/Area/Office Support	QP	77	17%	59	13%	9	2%	7	2%	2	0%
<b>Caseworkers and Other Staff</b>		376	83%	121	27%	149	33%	106	23%	0	0%
<b>Caseworker Support</b>		137	30%	96	21%	41	9%	0	0%	0	0%
Caseworker Support	SS	183	40%	93	21%	40	9%	50	11%	0	0%
Caseworker Staff	SW	6	1%	5	1%	1	0%	0	0%	0	0%
Courtesy and Respect	SC	66	15%	34	8%	24	5%	8	2%	0	0%
Listen/Understand	SL	78	17%	39	9%	34	8%	5	1%	0	0%
Inclusiveness	SI	57	13%	13	3%	40	9%	4	1%	0	0%
Communication	SOC	91	20%	26	6%	58	13%	7	2%	0	0%
Responsiveness	SOR	152	34%	64	14%	63	14%	25	6%	0	0%
Other Comments About Caseworkers	SO	138	31%	33	7%	84	19%	21	5%	0	0%
Need More Caseworkers	SN	46	10%	.	.	46	10%	.	.	.	.
<b>Access, Process, and Coordination</b>		245	54%	69	15%	140	31%	34	8%	2	0%
<b>Access</b>		136	30%	83	18%	50	11%	3	1%	0	0%
Phone/Staff Access	AP	103	23%	65	14%	30	7%	8	2%	0	0%
Consistency of Contact	AR	63	14%	30	7%	27	6%	6	1%	0	0%
<b>Process</b>		127	28%	9	2%	114	25%	1	0%	3	1%
General Processes	PR	63	14%	1	0%	62	14%	0	0%	0	0%
Specific Processes	PS	80	18%	7	2%	67	15%	2	0%	4	1%
Paperwork Processes	PP	5	1%	2	0%	3	1%	0	0%	0	0%
<b>Coordination</b>		45	10%	11	2%	31	7%	3	1%	0	0%
<b>Information</b>		209	46%	56	12%	109	24%	44	10%	0	0%
<b>Resources</b>		161	36%	89	20%	58	13%	14	3%	0	0%
Medical, Dental, Mental Health	RM	28	6%	8	2%	19	4%	1	0%	0	0%
Respite Care	RR	12	3%	5	1%	7	2%	0	0%	0	0%
Transportation	RT	18	4%	8	2%	9	2%	1	0%	0	0%
Child Care	RC	13	3%	3	1%	10	2%	0	0%	0	0%
Financial Matters	RF	23	5%	9	2%	13	3%	1	0%	0	0%
Other Resources (includes training)	RO	63	14%	38	8%	19	4%	6	1%	0	0%
Other Sources of Caregiver Support	OS	69	15%	50	11%	13	3%	6	1%	0	0%
<b>Caregiver Licensing</b>											
Licensors	SF	31	7%	20	4%	10	2%	1	0%	0	0%
<b>Other</b>											
Not about support	O	36	8%	1	0%	12	3%	0	0%	23	5%
Don't know	DK	22	5%	.	.	.	.	.	.	22	5%

<sup>1</sup>Major themes (in blue rows) are deduplicated rollups of the subthemes listed below, i.e., a caregiver who made "Satisfied" comments in both "Child Care" and "Respite Care" is counted only once in the "Resources" row. A person who has a "Satisfied" comment in the "Child Care" row and "Needs Work" in the "Respite Care" row would be counted as a "Mixed" comment in the "Resources" row.

<sup>2</sup>All # columns show how many caregivers made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A caregiver with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

<sup>3</sup>Respondents who commented on this theme as a percentage of the total number of respondents who answered the open-ended questions about support.

## Support: Kinship Caregivers

854 Respondents (786 made comments about Support)

MAJOR THEMES AND SUBTHEMES <sup>1</sup>		Total		Satisfied		Needs Work		Mixed		Other	
		# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>
<b>Quality and Helpfulness</b>		255	32%	152	19%	98	12%	2	0%	3	0%
<b>Overall Quality &amp; Helpfulness</b>		241	31%	146	19%	94	12%	0	0%	1	0%
DCYF Support	QS	141	18%	80	10%	54	7%	6	1%	1	0%
Nothing	QN	144	18%	95	12%	49	6%	.	.	.	.
Specific Agency/Area/Office Support	QP	28	4%	9	1%	9	1%	8	1%	2	0%
<b>Caseworkers and Other Staff</b>		631	80%	297	38%	215	27%	119	15%	0	0%
<b>Caseworker Support</b>		277	35%	215	27%	60	8%	1	0%	1	0%
Caseworker Support	SS	309	39%	206	26%	56	7%	46	6%	1	0%
Caseworker Staff	SW	32	4%	23	3%	7	1%	2	0%	0	0%
Courtesy and Respect	SC	62	8%	30	4%	31	4%	1	0%	0	0%
Listen/Understand	SL	112	14%	56	7%	48	6%	7	1%	1	0%
Inclusiveness	SI	32	4%	10	1%	19	2%	3	0%	0	0%
Communication	SOC	117	15%	36	5%	76	10%	5	1%	0	0%
Responsiveness	SOR	230	29%	105	13%	105	13%	20	3%	0	0%
Other Comments About Caseworkers	SO	216	27%	82	10%	113	14%	19	2%	2	0%
Need More Caseworkers	SN	47	6%	.	.	47	6%	.	.	.	.
<b>Access, Process, and Coordination</b>		416	53%	149	19%	219	28%	48	6%	0	0%
<b>Access</b>		248	32%	177	23%	63	8%	8	1%	0	0%
Phone/Staff Access	AP	184	23%	127	16%	48	6%	9	1%	0	0%
Consistency of Contact	AR	105	13%	72	9%	26	3%	7	1%	0	0%
<b>Process</b>		206	26%	10	1%	195	25%	0	0%	1	0%
General Processes	PR	95	12%	7	1%	83	11%	5	1%	0	0%
Specific Processes	PS	145	18%	4	1%	129	16%	10	1%	2	0%
Paperwork Processes	PP	14	2%	0	0%	14	2%	0	0%	0	0%
<b>Coordination</b>		39	5%	5	1%	34	4%	0	0%	0	0%
<b>Information</b>		300	38%	117	15%	156	20%	26	3%	1	0%
<b>Resources</b>		284	36%	173	22%	87	11%	23	3%	1	0%
Medical, Dental, Mental Health	RM	37	5%	18	2%	17	2%	2	0%	0	0%
Respite Care	RR	10	1%	0	0%	9	1%	1	0%	0	0%
Transportation	RT	23	3%	9	1%	13	2%	1	0%	0	0%
Child Care	RC	25	3%	12	2%	12	2%	1	0%	0	0%
Financial Matters	RF	31	4%	7	1%	22	3%	2	0%	0	0%
Other Resources (includes training)	RO	175	22%	117	15%	45	6%	12	2%	1	0%
Other Sources of Caregiver Support	OS	80	10%	56	7%	20	3%	4	1%	0	0%
<b>Caregiver Licensing</b>											
Licensors	SF	31	4%	28	4%	2	0%	1	0%	0	0%
<b>Other</b>											
Not about support	O	88	11%	8	1%	32	4%	3	0%	45	6%
Don't know	DK	91	12%	.	.	.	.	.	.	91	12%

<sup>1</sup>Major themes (in blue rows) are deduplicated rollups of the subthemes listed below, i.e., a caregiver who made "Satisfied" comments in both "Child Care" and "Respite Care" is counted only once in the "Resources" row. A person who has a "Satisfied" comment in the "Child Care" row and "Needs Work" in the "Respite Care" row would be counted as a "Mixed" comment in the "Resources" row.

<sup>2</sup>All # columns show how many caregivers made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A caregiver with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

<sup>3</sup>Respondents who commented on this theme as a percentage of the total number of respondents who answered the open-ended questions about support.

## Training: All Caregivers

1349 Respondents (633 made comments about Training)

MAJOR THEMES AND SUBTHEMES <sup>1</sup>	Total		Satisfied		Needs Work		Mixed		Other		
	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	
<b>Training Quality and Helpfulness</b>	236	37%	196	31%	37	6%	1	0%	2	0%	
<b>Overall Quality &amp; Helpfulness</b>	151	24%	126	20%	22	3%	1	0%	2	0%	
Helpfulness of training	TH	108	17%	89	14%	16	3%	1	0%	2	0%
Nothing	TN	58	9%	51	8%	7	1%	.	.	.	.
Specific Program or Agency	TP	10	2%	9	1%	0	0%	0	0%	1	0%
Taking Care of Children	TG-C	104	16%	84	13%	16	3%	4	1%	0	0%
<b>Access and Information</b>	143	23%	26	4%	113	18%	3	0%	1	0%	
Location and Schedule	TLS	61	10%	3	0%	57	9%	1	0%	0	0%
<b>Other Comments About Access</b>	29	5%	3	0%	25	4%	0	0%	1	0%	
Other Comments About Access	TA-O	13	2%	3	0%	8	1%	1	0%	1	0%
Child Care During Training	TA-C	18	3%	0	0%	17	3%	1	0%	0	0%
<b>Information</b>	67	11%	22	3%	44	7%	1	0%	0	0%	
Information	TI	31	5%	8	1%	23	4%	0	0%	0	0%
Accessing Resources	TG-R	42	7%	16	3%	23	4%	3	0%	0	0%
<b>Trainers and Methods</b>	254	40%	87	14%	130	21%	37	6%	0	0%	
<b>Trainers</b>	36	6%	28	4%	7	1%	1	0%	0	0%	
Trainers	TR	36	6%	28	4%	7	1%	1	0%	0	0%
Specific Trainer	TT	4	1%	4	0	0	0	0	0	0	0
<b>Format and Process</b>	247	39%	81	13%	133	21%	33	5%	0	0%	
Approaches to Training	TG-A	103	16%	27	4%	66	10%	7	1%	3	0%
Online Training	TF-N	105	17%	44	7%	51	8%	9	1%	1	0%
Other Alternative Training Formats	TF-O	0	0%	0	0%	0	0%	0	0%	0	0%
Support Groups	TF-S	2	0%	2	0%	0	0%	0	0%	0	0%
Building Community	TV	66	10%	42	7%	21	3%	3	0%	0	0%
Training Materials	TG-M	0	0%	0	0%	0	0%	0	0%	0	0%
Training Process	TRP	73	12%	18	3%	52	8%	3	0%	0	0%
<b>Training Contents and Topics</b>	466	74%	311	49%	81	13%	73	12%	1	0%	
General Training Content	TRC	173	27%	88	14%	69	11%	16	3%	0	0%
Trauma and Behavioral Health	TSD	170	27%	133	21%	23	4%	13	2%	1	0%
Child Behavior & Development	TSB	144	23%	116	18%	25	4%	3	0%	0	0%
Navigating Foster Care System	TS-F	108	17%	71	11%	31	5%	6	1%	0	0%
Cultural Awareness and Cultural Issues	TS-C	17	3%	12	2%	2	0%	3	0%	0	0%
Caregiver Core Training	TS-P	30	5%	28	4%	2	0%	0	0%	0	0%
<b>Other Specific Training Topics</b>	94	15%	62	10%	27	4%	3	0%	2	0%	
Other Specific Trainings	TS-O	50	8%	20	3%	26	4%	4	1%	0	0%
Health and Safety	TS-H	54	9%	46	7%	4	1%	1	0%	3	0%
<b>Other</b>											
Other General Training Comments	TG-O	30	5%	0	0%	28	4%	0	0%	2	0%
Response Not About Training	TO	79	12%	20	3%	32	5%	6	1%	21	3%
Training for Unlicensed Caregivers	TUC	2	0%	1	0%	1	0%	0	0%	0	0%
Don't know	TDK	103	16%	.	.	.	.	.	.	103	16%

<sup>1</sup>Major themes (in blue rows) are deduplicated rollups of the subthemes listed below, i.e., a person who made "Satisfied" comments in both "Online Training" and "Training Materials" is counted only once in the "Format and Process" row. A person who has a "Satisfied" comment in the "Online" row and "Needs Work" in the "Materials" row would be counted as a "Mixed" comment in the "Format and Process" row.

<sup>2</sup>All # columns show how many persons made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A person with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

<sup>3</sup>Respondents who commented on this theme as a percentage of the total number of respondents who answered the open-ended comments about training.



## Training: Foster Caregivers

399 Training Respondents (388 made comments about Training)

MAJOR THEMES AND SUBTHEMES <sup>1</sup>	Total		Satisfied		Needs Work		Mixed		Other		
	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	
<b>Training Quality and Helpfulness</b>	128	33%	102	26%	24	6%	1	0%	1	0%	
<b>Overall Quality &amp; Helpfulness</b>	77	20%	62	16%	13	3%	1	0%	1	0%	
Helpfulness of training	TH	58	15%	46	12%	10	3%	1	0%	1	0%
Nothing	TN	27	7%	23	6%	4	1%	.	.	.	.
Specific Program or Agency	TP	7	2%	6	2%	0	0%	0	0%	1	0%
Taking Care of Children	TG-C	61	16%	47	12%	12	3%	2	1%	0	0%
<b>Access and Information</b>	106	27%	16	4%	88	23%	1	0%	1	0%	
Location and Schedule	TLS	50	13%	2	1%	47	12%	1	0%	0	0%
<b>Other Comments About Access</b>	24	6%	2	1%	21	5%	0	0%	1	0%	
Other Comments About Access	TA-O	9	2%	2	1%	5	1%	1	0%	1	0%
Child Care During Training	TA-C	17	4%	0	0%	16	4%	1	0%	0	0%
<b>Information</b>	45	12%	13	3%	32	8%	0	0%	0	0%	
Information	TI	20	5%	4	1%	16	4%	0	0%	0	0%
Accessing Resources	TG-R	27	7%	9	2%	17	4%	1	0%	0	0%
<b>Trainers and Methods</b>	182	47%	61	16%	92	24%	29	7%	0	0%	
<b>Trainers</b>	25	6%	19	5%	6	2%	0	0%	0	0%	
Trainers	TR	25	6%	19	5%	6	2%	0	0%	0	0%
Specific Trainer	TT	3	1%	3	0	0	0	0	0	0	0
<b>Format and Process</b>	178	46%	58	15%	93	24%	27	7%	0	0%	
Approaches to Training	TG-A	76	20%	19	5%	49	13%	6	2%	2	1%
Online Training	TF-N	83	21%	34	9%	40	10%	8	2%	1	0%
Other Alternative Training Formats	TF-O	0	0%	0	0%	0	0%	0	0%	0	0%
Support Groups	TF-S	2	1%	2	1%	0	0%	0	0%	0	0%
Building Community	TV	55	14%	35	9%	18	5%	2	1%	0	0%
Training Materials	TG-M	0	0%	0	0%	0	0%	0	0%	0	0%
Training Process	TRP	45	12%	10	3%	32	8%	3	1%	0	0%
<b>Training Contents and Topics</b>	294	76%	188	48%	55	14%	51	13%	0	0%	
General Training Content	TRC	116	30%	56	14%	48	12%	12	3%	0	0%
Trauma and Behavioral Health	TSD	131	34%	105	27%	12	3%	13	3%	1	0%
Child Behavior & Development	TSB	106	27%	87	22%	16	4%	3	1%	0	0%
Navigating Foster Care System	TS-F	64	16%	33	9%	26	7%	5	1%	0	0%
Cultural Awareness and Cultural Issues	TS-C	13	3%	9	2%	1	0%	3	1%	0	0%
Caregiver Core Training	TS-P	13	3%	12	3%	1	0%	0	0%	0	0%
<b>Other Specific Training Topics</b>	54	14%	33	9%	18	5%	2	1%	1	0%	
Other Specific Trainings	TS-O	36	9%	15	4%	17	4%	4	1%	0	0%
Health and Safety	TS-H	25	6%	20	5%	3	1%	1	0%	1	0%
<b>Other</b>											
Other General Training Comments	TG-O	19	5%	0	0%	18	5%	0	0%	1	0%
Response Not About Training	TO	45	12%	14	4%	21	5%	3	1%	7	2%
Training for Unlicensed Caregivers	TUC	0	0%	0	0%	0	0%	0	0%	0	0%
Don't know	TDK	51	13%	.	.	.	.	.	.	51	13%

<sup>1</sup>Major themes (in blue rows) are deduplicated rollups of the subthemes listed below, i.e., a person who made "Satisfied" comments in both "Online Training" and "Training Materials" is counted only once in the "Format and Process" row. A person who has a "Satisfied" comment in the "Online" row and "Needs Work" in the "Materials" row would be counted as a "Mixed" comment in the "Format and Process" row.

<sup>2</sup>All # columns show how many persons made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A person with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

<sup>3</sup>Respondents who commented on this theme as a percentage of the total number of respondents who answered the open-ended comments about training.

## Training: Kinship Caregivers

245 Training Respondents (245 made comments about Training)

MAJOR THEMES AND SUBTHEMES <sup>1</sup>	Total		Satisfied		Needs Work		Mixed		Other		
	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% of All <sup>3</sup>	
<b>Training Quality and Helpfulness</b>	108	44%	94	38%	13	5%	0	0%	1	0%	
<b>Overall Quality &amp; Helpfulness</b>	74	30%	64	26%	9	4%	0	0%	1	0%	
Helpfulness of training	TH	50	20%	43	18%	6	2%	0	0%	1	0%
Nothing	TN	31	13%	28	11%	3	1%	.	.	.	.
Specific Program or Agency	TP	3	1%	3	1%	0	0%	0	0%	0	0%
Taking Care of Children	TG-C	43	18%	37	15%	4	2%	2	1%	0	0%
<b>Access and Information</b>	37	15%	10	4%	25	10%	2	1%	0	0%	
Location and Schedule	TLS	11	4%	1	0%	10	4%	0	0%	0	0%
<b>Other Comments About Access</b>	5	2%	1	0%	4	2%	0	0%	0	0%	
Other Comments About Access	TA-O	4	2%	1	0%	3	1%	0	0%	0	0%
Child Care During Training	TA-C	1	0%	0	0%	1	0%	0	0%	0	0%
<b>Information</b>	22	9%	9	4%	12	5%	1	0%	0	0%	
Information	TI	11	4%	4	2%	7	3%	0	0%	0	0%
Accessing Resources	TG-R	15	6%	7	3%	6	2%	2	1%	0	0%
<b>Trainers and Methods</b>	72	29%	26	11%	38	16%	8	3%	0	0%	
<b>Trainers</b>	11	4%	9	4%	1	0%	1	0%	0	0%	
Trainers	TR	11	4%	9	4%	1	0%	1	0%	0	0%
Specific Trainer	TT	1	0%	1	0	0	0	0	0	0	0
<b>Format and Process</b>	69	28%	23	9%	40	16%	6	2%	0	0%	
Approaches to Training	TG-A	27	11%	8	3%	17	7%	1	0%	1	0%
Online Training	TF-N	22	9%	10	4%	11	4%	1	0%	0	0%
Other Alternative Training Formats	TF-O	0	0%	0	0%	0	0%	0	0%	0	0%
Support Groups	TF-S	0	0%	0	0%	0	0%	0	0%	0	0%
Building Community	TV	11	4%	7	3%	3	1%	1	0%	0	0%
Training Materials	TG-M	0	0%	0	0%	0	0%	0	0%	0	0%
Training Process	TRP	28	11%	8	3%	20	8%	0	0%	0	0%
<b>Training Contents and Topics</b>	172	70%	123	50%	26	11%	22	9%	1	0%	
General Training Content	TRC	57	23%	32	13%	21	9%	4	2%	0	0%
Trauma and Behavioral Health	TSD	39	16%	28	11%	11	4%	0	0%	0	0%
Child Behavior & Development	TSB	38	16%	29	12%	9	4%	0	0%	0	0%
Navigating Foster Care System	TS-F	44	18%	38	16%	5	2%	1	0%	0	0%
Cultural Awareness and Cultural Issues	TS-C	4	2%	3	1%	1	0%	0	0%	0	0%
Caregiver Core Training	TS-P	17	7%	16	7%	1	0%	0	0%	0	0%
<b>Other Specific Training Topics</b>	40	16%	29	12%	9	4%	1	0%	1	0%	
Other Specific Trainings	TS-O	14	6%	5	2%	9	4%	0	0%	0	0%
Health and Safety	TS-H	29	12%	26	11%	1	0%	0	0%	2	1%
<b>Other</b>											
Other General Training Comments	TG-O	11	4%	0	0%	10	4%	0	0%	1	0%
Response Not About Training	TO	34	14%	6	2%	11	4%	3	1%	14	6%
Training for Unlicensed Caregivers	TUC	2	1%	1	0%	1	0%	0	0%	0	0%
Don't know	TDK	52	21%	.	.	.	.	.	.	52	21%

<sup>1</sup>Major themes (in blue rows) are deduplicated rollups of the subthemes listed below, i.e., a person who made "Satisfied" comments in both "Online Training" and "Training Materials" is counted only once in the "Format and Process" row. A person who has a "Satisfied" comment in the "Online" row and "Needs Work" in the "Materials" row would be counted as a "Mixed" comment in the "Format and Process" row.

<sup>2</sup>All # columns show how many persons made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A person with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

<sup>3</sup>Respondents who commented on this theme as a percentage of the total number of respondents who answered the open-ended comments about training.

## Licensing: Kinship Caregivers

554 Kinship Caregivers Not Currently Licensed (523 made comments)

		<i>Is there a reason why you haven't chosen to become licensed?</i>	
MAJOR THEMES AND SUBTHEMES <sup>1</sup>		#	% of All <sup>2</sup>
<b>Application</b>		107	20.5%
Applied/In-progress	AP	96	18.4%
Denied	D	5	1.0%
Qualification Issues	Q	6	1.1%
<b>Placement</b>		244	46.7%
Relative	R	199	38.0%
Guardian	G	3	0.6%
Adoption	A	31	5.9%
Short-term	S	18	3.4%
<b>Process/Requirements</b>		60	11.5%
General Processes	PR	54	10.3%
Training Requirements	PT	3	0.6%
Health/Safety Requirements	PH	7	1.3%
<b>Information</b>		19	3.6%
Information	IN	19	3.6%
<b>Personal Reasons/General Disinterest</b>		189	36.1%
Personal Reasons	PP	76	14.5%
General Disinterest	GD	125	23.9%
<b>Other</b>			
Other	O	31	5.9%
Don't Know	DK	30	5.7%

<sup>1</sup>Major themes (in blue rows) are deduplicated rollups of the subthemes listed below, i.e., a caregiver who mentioned more than one Process reason for not being licensed is counted only once in the "Process/Requirements" row.

<sup>2</sup>Respondents who commented on this theme as a percentage of the total number of kinship caregivers who made comments about why they were not licensed.



# Technical Notes

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## Methodology

### Population and Sampling

Surveys were completed by 1,349 foster and kinship caregivers between September 30, 2022 and August 29, 2023. In August 2022, November 2022, February 2023, and May 2023, homes were selected at random from a list of all kinship and foster caregivers to meet the goal of 333 completed interviews per quarter. Excluded from the sample were caregivers who participated in the previous year's survey and those whose only placements were of fewer than four days. The sample is representative of all kinship and foster caregiver homes in Washington with a child in care within the six months preceding the quarterly sampling date.

Based on the 1,634 eligible homes selected to complete the survey, the *response rate* was 83%. Based on the 1,467 homes where we were able to speak with a caregiver, the *cooperation rate* was 92%. The 95% sampling error for the survey is  $\pm 2.7$  percentage points.

### Mode of Data Collection

To maximize opportunities for each sampled home to participate, the survey was available over the phone, online, or, if requested, as a printed copy sent by mail. All caregivers with available email addresses were sent an email with a link to the online survey through Survey Monkey. Caregivers who did not complete the survey online were called and interviewed over the phone. In 2023, 715 surveys were completed by telephone interview (53%) and 634 surveys were completed online (47%); no caregivers completed the survey on paper.

Because respondents choose whether to complete the survey online or by telephone, we examined possible effects of mode of data collection on the responses. This is important for two reasons. First the characteristics of respondents who choose to complete the survey online might differ from those who complete it over the phone. Second, existing research on survey methodology demonstrates that telephone respondents are more likely to provide socially desirable responses on sensitive items; this may affect trends in positive responses over time. To address this, we tested for the effect of survey mode on changes between 2022 and 2023 in positive responses to the 11 standard questions. There were no items for which the gap between online and telephone responses changed significantly in 2023 relative to 2022 for either foster or kinship caregivers. This is consistent with trends over the last three years, where the gap between online and telephone responses has narrowed.

### Caregiver Groups

Since 2020, caregivers have been grouped according to the nature of their relationship to the child, rather than licensing status exclusively. Caregivers were classified as either foster homes or kinship homes. The 2023 survey consisted of 37% foster caregivers ( $n=495$ ) and 63% kinship caregivers ( $n=854$ ). This is consistent with the eligible population of caregivers, which consisted of 38% foster caregivers and 62% kinship caregivers according to the "Home Type" indicator from FamLink (see below).

To classify caregivers as foster or kinship caregivers for the analysis, we cross-referenced DCYF-provided data fields (*hometype* and *relativekinflag*) from the FamLink database with caregiver-provided survey fields. This combination of information provided further detail regarding prior relationships with the

children in placement, as well as caregiver licensing status. In the case of any inconsistencies in the response classifications, we examined free text responses for additional context.

Caregivers were classified as foster if they met one of the following sets of conditions:

- **FamLink *hometype* and *relativekinflag* both indicated foster caregiving:** In FamLink, *hometype* was coded as “foster home” or “private agency foster home” or “tribal licensed foster home” and *relativekinflag* was coded as “unrelated/non-kin placement resource.”
- **FamLink *relativekinflag* indicated kinship, but *hometype* and self-reported fields indicated foster caregiving:** In FamLink, *relativekinflag* was coded as “relative/unlic placement resource” or “relative placement resource” or “unlicensed placement resource” and *hometype* was coded as “foster home” or “private agency foster home” or “tribal licensed foster home” and respondent answered on the survey that the child had no relationship with the family before placement.
- **FamLink *hometype* indicated kinship, but *relativekinflag* and self-reported fields indicated foster caregiving:** In FamLink, *hometype* was coded as “not licensed FH” and *relativekinflag* was coded as “unrelated/non-kin placement resource” or “unlicensed placement resource” and respondent answered on the survey that the child had no relationship with the family before placement.”

Caregivers were classified as kinship if they met one of the following sets of conditions:

- **FamLink *hometype* and *relativekinflag* both indicated kinship caregiving:** In FamLink, *hometype* was coded as “not lic FH” and *relativekinflag* was coded as “relative/unlic placement resource” or “relative placement resource” or “unlicensed placement resource.”
- **FamLink *relativekinflag* indicated foster, but *hometype* indicated kinship caregiving:** In FamLink, *relativekinflag* was coded as “unrelated/non-kin placement resource” and *hometype* was coded as “not lic FH.”
- **FamLink *hometype* indicated foster, but *relativekinflag* and self-reported fields indicated kinship caregiving:** In FamLink, *hometype* was coded as “foster home” or “private agency foster home” or “tribal licensed foster home” and *relativekinflag* was coded as “relative/unlic placement resource” or “relative placement resource” or “unlicensed placement resource” and respondent answered on the survey that they were related to or had previous relationship with the child.

Cases that do not meet any of these sets of conditions are flagged for manual review and assessed based on all available data, including responses to open-ended questions. In 2023, no cases were flagged for review.

### **Statistical Significance Testing: Comparisons by Caregiver Group and Survey Year**

For the 11 structured questions, statistical significance tests were calculated to assess differences in the percent of positive responses (More than/Somewhat Adequate or Always/Usually) between foster and kinship caregivers and between the 2022 and 2023 survey years. The criterion for statistical significance was set at  $p < .05$ . Differences were assessed using the chi-squared test of independence.

### **Rounding**

Results described in the narrative report are rounded to the nearest whole number. Due to the effects of rounding, some percentages reported as whole numbers may not add to 100%.

# Survey Script and Instrument

## INTRODUCTION

I'm calling on behalf of the Washington Department of Children Youth and Families, which is a state agency focused on the well-being of children. I'm talking with caregivers of children and young adults about the support and training they receive. We sent you a letter explaining this survey – did you get it?

- The results of this survey will help DCYF measure how well caregivers are supported and trained.
- It will help DCYF make improvements if they are needed.
- You have been randomly chosen from all licensed and unlicensed caregivers.
- Your survey answers will in no way affect your status as a caregiver.
- Your participation and answers are confidential.
- DCYF staff are not provided the names of survey participants nor are they provided information that attaches caregivers' identities to their responses. The researchers combine all the survey answers into one report, so your name will not be used.
- Your participation is completely voluntary, but is very important to us. We want to make sure the sample represents all caregivers.
- If you tell me about any abuse or neglect to a child, I am required to report it to the authorities.
- Please feel free to ask questions at any time. If I come to any question that you prefer not to answer, just let me know and I will skip over it. Please be honest. We want to know how you really feel.

Throughout the survey, I will refer to the Department of Children, Youth and Families, as DCYF.

Thank you in advance for taking this important survey. Your feedback will help the Department of Children, Youth, and Families better support caregivers.

Have you had a child or youth age 21 or younger placed by DCYF [or while working with a private agency] living in your home at any time in the past twelve months?

- Yes
- No

In the past 12 months, did you care for a child or youth placed with you who... (select all that apply)

- Was related to you by blood, adoption, marriage, or tribal custom?
- Was not a relative, but had a pre-existing relationship with someone in your family before placement?
- Had no relationship with your family before placement?

## SUPPORT QUESTIONS

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### 1. Questions to Facilitate Strategic Planning for Support

Preface to Questions 1A-1G:

Please answer the following questions about your experience with staff from DCYF [or from Private Agency]. For each of the statements below, tell us how often the statement was true in the past year.

- A. Are you treated like a part of the team?
- B. Can you get help when you ask for it?
- C. Do the social workers listen to your input?
- D. Are you included in meetings about the child in your care?
- E. Do you get adequate information about the needs of the children placed with you, such as medical, behavioral, developmental and educational needs?
- F. Did DCYF staff offer you resources or ask if you needed support?
- G. Do you feel personally supported by DCYF staff?

Response Options for Questions 1A-1G:

- Always or Almost Always
- Usually
- Seldom
- Almost Never or Never
- Not Applicable

2. Open-ended Questions to Facilitate Strategic Planning for Support

- A. Now think about all the partners in Washington’s child welfare system, including DCYF, private agencies, and your caseworkers and licensors ... What do they do well to support you?
- B. Still thinking about the entire child welfare system, including DCYF, private agencies, and your caseworkers and licensors ... What could they do better to support you?

**LICENSING QUESTIONS**

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3. Do you currently have a license to provide foster care?

- Yes
- No
- Unsure

4. Open-ended Questions to Facilitate Strategic Planning for Licensing

- A. [IF YES] Why did you decide to become licensed?
- B. [IF NO] Is there a reason why you haven’t chosen to become licensed?

5. Did you become a caregiver because you hoped to adopt a child?

- Yes
- No
- Unsure

6. In the past 12 months, have you had any contact with the LD Licensing Division, such as a foster care application, home study, license renewal, or licensing investigation?

- Yes
- No

7. Did licensing staff treat you with respect?

- Always or Almost Always
- Usually
- Seldom
- Almost Never or Never
- Not Applicable

8. Were licensing or home study staff knowledgeable about the process?

- Always or Almost Always
- Usually
- Seldom
- Almost Never or Never
- Not Applicable



9. As a caregiver, have you received support from the Alliance CaRES program (Caregiver Retention Education Support)?

- Yes
- No

10. How helpful was support from CaRES?

- Very Helpful
- Somewhat Helpful
- Slightly Helpful
- Not At All Helpful
- Not Applicable

## TRAINING QUESTIONS

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11. Have you had any training related to your caregiving role in the past three years?

- Yes
- No

12. Overall, thinking about ALL the training you have had in the last three years, how adequately has it prepared you to care for the basic needs of foster children placed in your home?

- More than adequate
- Somewhat adequate
- Somewhat inadequate
- Very inadequate
- Otherwise not applicable
- I haven't had training

13. Open-ended Questions to Facilitate Strategic Planning for Training

- A. What about caregiver training has been helpful?
- B. How could caregiver training be improved?

## INCOME QUESTION

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14. I'm going to read you a list of income levels – please let me know the amount that comes closest to your total household income last year, including everyone in your household.

- Under \$10,000
- \$10,000 to \$25,000
- \$25,000 to \$50,000
- \$50,000 to \$75,000
- \$75,000 to \$100,000
- \$100,000 to \$150,000
- More than \$150,000
- Don't know/refused

**2023 DCYF Caregiver Survey Report  
Data Supplement**



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