



Community Based Care: Hardee, Highlands & Polk Counties

Foster Parent Satisfaction Survey Results

2015
February 2016

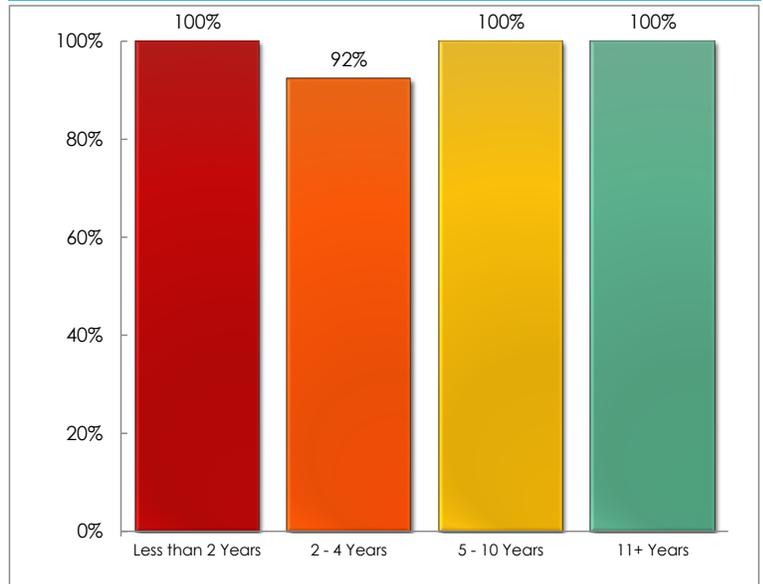
DEMOGRAPHIC INFORMATION

LENGTH OF TIME LICENSED	PERCENTAGE
Less than 2 Years	41%
2 - 4 Years	30%
5 - 10 Years	18%
11+ Years	11%
TYPE OF FOSTER LICENSE	PERCENTAGE
Traditional	84%
Therapeutic - Devereux	6%
Therapeutic - Florida Mentor	5%
Medical	5%
COUNTY	PERCENTAGE
Polk	67%
Hardee	4%
Highlands	11%
Other/Unknown	18%
BY RE-LICENSING SPECIALIST	PERCENTAGE
Nicole Backherms	13%
Amanda Birge	13%
April Haight	20%
Ruth Kimmons	8%
Cynthia Lanning	18%
Lynnette Mitchell	18%
Donna Segree-Lawson	10%

SURVEY RESPONSE RATE



SATISFACTION BY LENGTH OF TIME LICENSED



RATING SCALE

A = Excellent	D = Poor
B = Good	F = Failing
C = Average	NA = Not Applicable

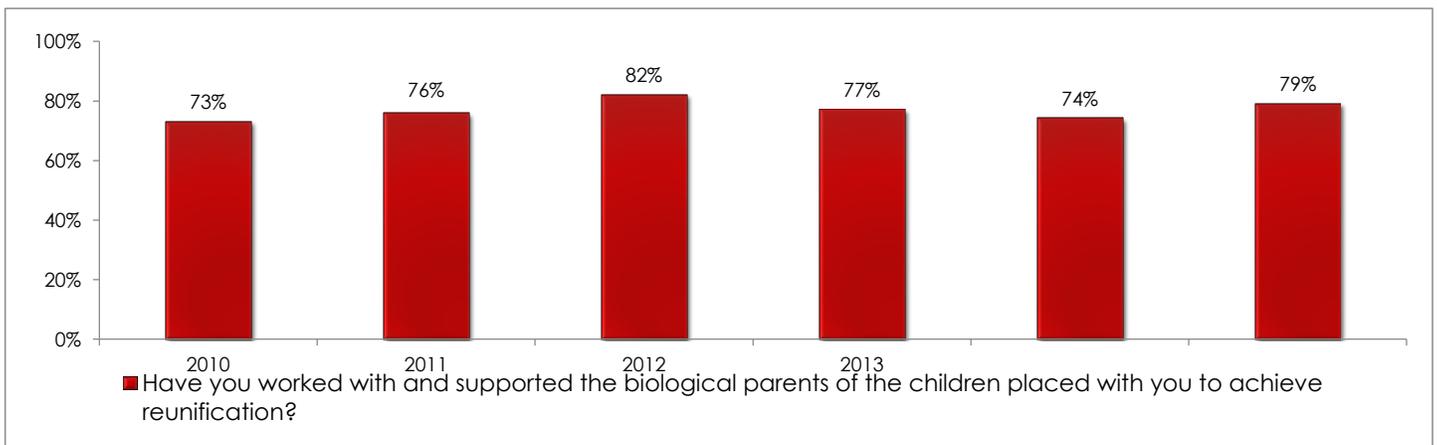
SATISFACTION RESPONSES

SATISFACTION QUESTIONS	2009	2010	2011	2012	2013	2014	2015
1. As a foster parent who completed the Passport to Parenting Preservice Training within the last year, how satisfied are you with preparation and training provided to you?	B	B	B	B	A	A	A
2a. How satisfied are you with the interactions you have had with Placements?	B	C	B	B	B	A	A
2b. With Case Managers?	B	B	B	C	B	A	B
2c. With Protective Investigators?	B	B	B	C	B	A	A
2d. Other CBC or Agency Staff?	NA	NA	NA	NA	NA	NA	A
3. How satisfied are you with the follow-up/support calls that you receive after a child has been placed with you?	NA	C	C	B	B	B	B

SATISFACTION QUESTIONS	2009	2010	2011	2012	2013	2014	2015
4. How satisfied are you with the information received regarding the child(ren) placed in your home?	NA	NA	NA	NA	NA	NA	B
5. How satisfied are you with the training opportunities provided to you by HFC?	B	C	B	B	B	A	A
6. How satisfied are you with the information provided on how to properly escalate issues of concern if you encounter an obstacle you are unsure of how to handle directly?	NA	NA	NA	NA	NA	NA	B
7. How satisfied are you with the timeliness and accuracy of your foster care payments?	A	B	B	A	A	A	A
8. Overall, how satisfied are you as a foster parent with HFC?	B	C	B	B	B	A	A

SATISFACTION QUESTIONS	PERCENTAGE YES		
	2013	2014	2015
9. Have you been invited to provide feedback on a child in your home at school meetings, staffings, court proceedings, etc.?	NA	84%	86%
10. Do you feel that you are adequately informed of all the support services that are available to you and the child(ren) placed in your care?	NA	NA	79%
11a. Do you feel you are working in partnership with Case Managers?	NA	83%	64%
11b. With your Re-Licensing Specialist?	NA	93%	98%
11c. With GAL(s)?	NA	83%	79%
11d. With CLS?	NA	67%	56%
11e. With Independent Living Coach?	NA	44%	33%
11f. With Therapeutic Mental Health Provider?	NA	86%	89%
12. In the past year, have you tried to recruit other families to become foster parents with HFC?	80%	69%	69%

ADDITIONAL QUESTIONS



COMMENTS BY QUESTION

Question 1: As a foster parent who completed the Passport to Parenting Preservice Training within the last year, how satisfied are you with the preparation and training provided to you?

- 1 Some is too vague.
- 2 Everyone whom we worked with from your association were well trained, very caring, sharing, much knowledge more to our advantage to do a better job for the best of these kids.
- 3 It would be nice to know earlier on in the program that pay for doing this full time job is small...like \$14 a day for 24-7 care, clothes, food, etc...seems kind of wrong.
- 4 This training was INVALUABLE!! The content was top notch and the facilitators and guest speakers were very helpful and informative.

Question 2: How satisfied are you with the interactions with Placement/CM/PI/Other CBC or Agency Staff?

- 5 Only trouble is getting daycare referrals in timely.
- 6 Case Managers: Some are Poor, some are Very Good.
- 7 Case Manager: Good with one, horrible interaction with one - both from Eckerd.
- 8 Case Managers don't plan parents visits or help in providing transportation to speech appt. I had a caseworker lying about talking to me when I have never talked or seen the new caseworker.

I know everyone involved in this journey is for the good of these children and I am sure most of everyone who has made this commitment see this as a great purpose, in my situation these are my children under this umbrella who I love much, and if they were not of my genealogy I would love and care for them just the same, but why do I have to be subjected to, or have been made to feel a certain person has got the right to turn up to my home at all ungodly times unannounced, "I hate it " like they are privileged and I am not.... I hate it.....is there an explanation for this.
- 9
- 10 We are so blessed to serve in partnership with Heartland for Children.
- 11 The reason why I gave the Case Managers C- Average. Because, she is new and have no idea how the Therapeutic home is been handle. Thank God never had to see a protective investigator
- 12 Case management through Deveraux has been a nightmare. Horrible communication and handling of cases.
- 13 Our last placement had 4 CM in 8 months.. Seems turnover ratio is extremely high. They would never be up to speed and failed to notify us of court dates.
- 14 I've had one good case worker and one poor case worker...that's why the average.□
Placement staff seems to be patient and able to answer most questions about new placements.□
- 15 GAL is awesome, too! Case managers seem overwhelmed. They start off strong, but seem to burn out quickly. Over-burdened?

Question 3: How satisfied are you with the follow-up/support calls that you receive after a child has been placed with you?

- 16 Was not contacted for follow up support.
- 17 Never got any follow-up/support calls. Information received regarding the children was not told to us about 1 of our kids until we started having problems.
- 18 We don't get follow-up calls, unless you mean when we get a CM assigned? Lack of information since children were just removed.
- 19 Presently we have children through One Hope United, these ratings are based on that service.
- 20 Receive calls from medical foster team. Amanda Birge is a GREAT go-to person!
- 21 We only have our 3 grand kids. Problem, I understand your use of Devereux but we also love TLC. We needed an insurance problem solved - wrong dr. as primary, taken care of in 1 phone call.
- 22 Thankful for the support we have received with children who are now adopted in our family. Post adoptive support has been incredible during some turbulent teen circumstances. Also, the great care given to sensitive issues related to specific needs of a child who could have been otherwise additionally traumatized during a placement transition. Grateful for staff members who truly understand!
- 23 We have an amazing relicensing worker. We know that we can always go to her with anything.

Question 4: How satisfied are you with the information received regarding the child(ren) placed in your home?

- 24 Information received: Not always accurate - boy, but was a girl - had bought clothes. 2 day respite was 5 days.
- 25 I had a guy from placements tell me that a child wasn't on medication but showed up on breathing treatments. Also no placements letter.
- 26 For information received at time of placement...placement tells all they know but blue book for second placement was lacking birth certificate and shot records.

Question 5: How satisfied are you with the training opportunities provided to you by HFC?

- 27 Training only seems to be offered during business hours...which is difficult for parents that work.□
Lynette has been our only source of information or help. Other resources have not been as helpful.
- 28 Training classes are fine (online), but I'd like more in Highlands County.
- 29 Training: Okay but after 5 yrs should not have training each year.
- 30 For my husband and I as far as training opportunities...it would be better to go to two trainings like on a Saturday rather than doing 12 hours on a computer...we have not begun training hours yet.

31 We get our training with Devereux. We have had so many problems with payments.

Question 6: How satisfied were you with the information provided on how to properly deescalate issues of concern if you encounter an obstacle you are unsure of how to handle directly?

32 Regarding escalation of issues: I can call CM, supervisor of CM, April, or Placements and get a quick answer.

33 Re escalating issues: They don't make after hour emergency #'s available.

Question 7: How satisfied are you with timeliness and accuracy of your foster care payments?

34 Timeliness of payments has been fine.

35 Payments: After few years should get some increase.

Question 8: Overall, how satisfied are you as a foster parent with HFC?

36 Guess we forgot how much it cost to raise kids.

37 We love fostering and we have had great experiences with HFC.

38 Love the children.

39 Heartland is great! It's the caseworkers from Devereux that don't do their job in Winter Haven.

40 A++

41 Heartland seems to care and be on top of things from Gwen's emails to our relicensing counselor...have had issues with devereux not being on the ball at all... think they are different than heartland.

42 This agency is a blessing from God. I believe the areas of struggle are due to an over-burdened system. Everyone does seem to have a true desire to help children.

43 Up until my last interaction I had no complaints. I honestly feel like my last conversation with someone other than Lynette was very hostile and anti-foster parent. I understand that she does not know the case, or just how involved and committed to co-parenting we have been....but I feel like she should have done some research before making thinly veiled accusations that we are against reunification.

Question 9: As a foster parent, have you been invited to provide feedback on a child in your home at school meetings, staffings, court proceedings?

44 Not consistently. I have to push for involvement.

45 Yes to school, no staffings, sent letter at one JR.

46 Have been invited to court proceedings, but have not attended one yet.

47 The "courts" and institute need to talk to FP more.

48 We constantly have contact with the Missouri system. Only in the past year have there been good changes.

49 Yes as a matter of fact we have been closely involved with a child currently placed in our home. Over the past year we have established "family ties" with relatives and had been actively contributing support and encouragement for this child and this perspective adoptive home. Ultimately, the courts denied permanency to the relatives, which then opened up the adoption for us to pursue. Currently, we feel that we are not only in the process of adopting one child but also their Auntie and Uncle. Truly a blessing for all of us!

50 Only because GAL keeps me posted. Deveraux never notifies me.

51 Not this last placement

52 for heartland yes...devereux no

53 very rarely at staffings

54 Only the GAL has even kept me informed of Court proceedings with our current placement, and no one has ever asked for my input in the proceedings.

55 Not for our current placement,

Question 10: Do you feel that you are adequately informed of all the support services that are available to you and the child(ren) placed in your care?

56 I am frequently asked what I need, but there is no follow up to concerns.

57 A manual or listing of all computer partners should be given to all foster parents upon completion of training & licensing.

58 Truly depends on the case manager and how productive he/she is.

59 Yes! I am overwhelmed by the out pouring of support during this season of our lives as parents.

60 I generally only hear of support services through other foster parents.

Question 11a: Do you feel you are working in partnership with Case Managers?

61 Case Manager: No at first: Feel sorry for parents in the beginning work but she is better now. Now Yes.□

62 We love our case manager.

63 Case Manager: Mrs. Marquita is very nice.

64 CM: Not most of them - in & out 10-15 mins.

65 Case Manager: Since getting a new case manager, yes.□

66 Case Manager: Poor communication.

67 Case Manager: Always.□

68 I don't like when a case manager says one thing to me and something else to a parent.

69 I have no idea what's going on with my current placement's situation

Question 11b: Do you feel you are working in partnership with Re-Licensing Specialist?

70 Re-Licensing: Love Mrs. Amanda.

71 Re-Licensing: She's great (Cynthia Lanning) and helpful.□

72 Re-Licensing Specialist: Excellent□

Question 11c: Do you feel you are working in partnership with GAL?

73 GAL: Most of 'em.

74 GAL: Both quit at same time at imp time in case.

Question 11d: Do you feel you are working in partnership with CLS?

75 CLS: Not sure if we should be communicating.

Question 11e: Do you feel you are working in partnership with IL Coach?

76 Independent Living: Never seen or heard from one.

Question 11f: Do you feel you are working in partnership with Therapeutic Mental Health Provider?

77 Therapeutic Mental Health: Families First - Excellent

78 Therapeutic MH Provider: Did know of this.

Question 12: This past year have you tried to recruit other families to become foster parents?

79 One was interested but did not have the space.

80 My in-laws.

81 2 families were licensed.

82 Not loudly but by being an example and explaining all I know and how we all should help others.

Question 13: Have you worked with and supported the biological parents of the children placed with you to achieve reunification?

83 Supervised visits, but no need to co-parent.

84 1 parent (father).

85 I have tried, but the parent is very inconsistent and alternately overly affectionate or outright hostile.

86 Since reunification, parent & children joined us for Thanksgiving.

87 She hasn't been available to support though I am able to send photos.

88 We have with both of our FC kids.

89 When appropriate. Including driving to Polk for visits and phone calls.

90 We are new foster parents and do not feel ready to meet the biological parents.

91 Some

92 Mother was difficult to locate - she missed scheduled meetings.

93 I communicate with DCF worker in Massachusetts in regards to the placement situation, I will not be willing to do an open adoption with my daughter, their mother ..I will let Mass. take care of this.

94 Set up her small trailer with items from my home and am part of support.

95 Did not want to get into having to worry with phone calls but did write my first placement's mom a note of encouragement and they were returned.

96 Absolutely!

97 Absolutely. We continued to be a support after reunification. We babysat, took them to dinner, provided transportation, and even took them to Disney for Christmas.

Question 14: What aspects of the experience make it easy or difficult for you to actively encourage others to volunteer to become foster parents?

98 The positive side is helping children need. The down side is trying to co-parent and the expense.

99 Lack of support and control provided.

100 It's a rewarding experience.

101 Telling them the truth, sometimes scare them away.

102 Meeting the kids and seeing their need makes it easy. When others hear of their struggles and sometimes invasiveness of the system, it makes it hard.

103 Well when the case manager say one thing to us then later say they didn't say that. Also when staffing meeting we were told the case manager would do something and we know it was not done.

104 Truly, there are no difficult aspects to explain. But people don't want to or want to wait.

105 We explain the children aren't bad like a lot of people think. They act like any other child their age.

106 I guess I would have to say the rate the case workers change is a little unstable & changing a lot.

107 Most say too demanding & too many people interfering in their life - not enough money & too hard to let the kids go.

108 I have difficulty with the "partnership" aspect. A partner trusts a partner; therefore, unannounced visits shouts "No trust" . . .

109 Fear of children - discipline issues, attachment.

- 110 I am an example for so many year. We talk to them and answer all their questions about to be a foster parent.
- 111 The difficult part is dealing with the caseworkers. It's sometimes like pulling teeth just to get a placement letter, shot records, physical or help taking to doctor appointments.
- 112 People seeing with my kids.
- 113 People, for a number of reasons seem skeptical - money - fast paced lives - could never balance our schedules.
- 114 I would encourage others to foster. I think it's essential to have good foster homes.
- 115 Easy part is help the kids and difficult is when they go home.
- 116 I believe, from our own experiance that this work is truly a calling. Not everyone can parent children that come from this hard place. A person's heart must be in the right place, willing to stoop down on the child's level meet them where they are before any relationship can be established, with a willingness to feel their pain and walk through it with them towards a place of healing. It is hard work but worth it!
- 117 The joy that I get from helping the children's that comes into my home.
- 118 Again, case management has been a nightmare.
- 119 Most people express the concern that they can't have children in their home and then watch them leave. Also most people do not want to deal with the birth parents.
- 120 Easy- that we need to help others especially children whose situation is not their fault
Difficult - there's no money in fostering and it's a 24-7 commitment that might end up costing you.
- 121 Most people are unsure of the system and afraid of the attachment issues.
- 122 My work schedule doesn't permit me to get out much to talk about foster parenting.
- 123 It's difficult to encourage others with positive comments on how the system works when the system is over-burdened and communication is difficult to come by. However, the interactions with the children and joy we have received from getting to know them makes it easier to share positive children experiences with potential foster families.
- 124 I so often hear "I couldn't get attached like that." It's hard to explain to outsiders what fostering really is.

Question 15: Positive Experiences with Services

- 125 Sandy Williams - excellent GAL. Mike Willis - education. Tom Selander - excellent GAL supervisor.
- 126 So far positive, see kids smile & be happy at times.
- 127 Lifeshare counseling was consistent but ultimately unhelpful due to counselor's inexperience.
- 128 Lynnette Mitchell (Heartland for Children) and Sharday Hampton (Devereux) both provided needed support. Gwen Hinkle provided information.
- 129 Relicensing is always so supportive and encouraging. She is easy to talk to and friendly. Case management is nice. We haven't been invited to any staffings and since we are new, we didn't know to ask about going.
- 130 Most positive has been with Family First and their help. We do like how they make it about the family not just 1 child.
- 131 Early Steps (enjoyed their process). We had a behaviorist from Tampa that was also great.
- 132 The boys are going to get to visit the non-relative they lived with before us to help them with the transition.
- 133 The siblings placements are the only positive cause we don't feel alone.
- 134 All Children's - speech/feeding therapy - good. Physical Therapy - very good. Occupational therapy - very good. Early Steps - Debra is great.
- 135 Children have been extremely successful. Heartland has been helpful.
- 136 We are very attach with the children.
- 137 Seeing the child's speech grow in your care; teaching the kids to crawl, walk or even to ride a bike.
- 138 Everything's good.
- 139 We are now in the final stages of adoption.
- 140 Everyone we interfaced with was excellent.
- 141 Help the kids.
- 142 Every one I came into contact with from Heartland for kids brought their hearts with them, I give them a ..10....
The GAP program Debbie Le Beouf was wonderful . she assisted me in getting medicaid for the 2 kids.
April from Heartland is wonderful, very pleasant can always entertain a nice conversation with her and not feel like we are on opposite sides, we are doing this for the kids who are already facing certain situations. XXX from children's society ...the only person I have a problem with, she comes any time of the night, unannounced like if she owns my home, it may be part of her job, but she shows no respect to my home. maybe if I was prepared for this, like a courtesy gesture I could welcome this...for this part if these were not my kids I would possibly reconsider continuing, if the state or the authorities think we should be treated like we are under investigation this needs to be addressed.
- 143 Families First has been providing therapy services for the child currently placed in our home. We are extremely satisfied with the care given and the trauma informed approach. We also have been blessed to have Marlynn Pharnes giving us additional support as needed.
- 144 Florida Mentor, WIC, Sunshine Health.
- 145 GAL has been awesome. They provide services, advice, and keep me up to date.
- 146 I will say that the door has been revolving this year and I have not enjoyed being a foster parent much. I do want to thank Taneka and Heather Joy with placements for always keeping their promise to me in regards to a placement of a child. Most of my case managers in the past have been great, but I feel detached this year. That could be partly on my side for all the things going on. Also they need to do better with drawing out the amount of time these children are in foster care. The parents should be made to adhere to their case plan and stop postponing it. The children are the ones suffering.

- 147 Childrens Home Society was wonderful and the case manager was amazing.
My first placement - sisters- case worker was very invested in the children in her care and their families trying in a timely manor to get them returned...Eva Rivera
- 148 April Haught my relicensing counselor seems to sincerely want to help where ever she can.
- 149 We have had good success in this placement with services for school and counseling.
- 150 Katherin (case worker) has been great! She has even helped us by bringing us personal items from her home to help with our children
- 151 I needed help getting the PCP switched for a child recently placed in my home and the young lady who helped me at Heartland did a great job assisting me and was able to get it taken care of quickly.
- 152 GAL is the most impressive group of people. Shelia Reynolds and her supervisor, Tom Selander, are amazing! They keep us informed and truly care about the children- not just want to move cases along and close files.
- 153 CMS nurse and social worker.
- 154 We haven't had any service providers other than the case manager and GAL.
- Question 16: Opportunities for Improvement with Service Providers**
- 155 Communication from case manager (it has been addressed).
- 156 No counselor yet & wasn't happy about evaluation of the children, missing things that I felt were important. Parents still getting food stamps & cell phones.
Recent change from Florida Mentor to new company for counseling has resulted in undue delays in treatment and the provider has no-showed for appointments multiple times.
Case managers need to respond within a professional time frame and maintain familiarity with important details of the case.
- 157 In the beginning, I paid a lot of fees because there were issues with getting daycare services at a reasonable price.
- 158 I feel that I need to be involved in every aspect since I am most familiar with the child. I don't feel I've been given that opportunity.
- 160 Case managers being rude and making us feel like we don't count. Watching the kids with their counselors and seeing the kids run the meeting and the kids are not getting any better.
- 161 ELC in Highlands County. Daycare forms for foster children are way too long and constant renewal of our "family" paperwork is aggravating.
- 162 We haven't experienced negativity yet. We do feel that the boys shouldn't have to go visit the non-relative a lot because they'd have an easier time adjusting if they're not going back & forth.
- 163 One Hope United, case workers, and our non-relative care funds are something we're presently battling with.
- 164 Had to wait 3 to 6 months to get in and had to drive from L.W. to Brandon 2 times a week.
- 165 Customer service by case manager. They aren't friendly, always have something they need or want last second because they are overloaded.
Caseworkers give the foster parents respect by calling & planning things & not do things last minute on our holidays with the family. Caseworkers need to bring a placement letter when a child is placed in our home. Caseworkers have blamed us due to the child's visit with parent but if they have planned it and done their job the visit probably would of happened.
- 166 None.
- 167 The case worker from One Hope United (bad news) - flippant, unorganized, forgetful. Our past experiences with One Hope United were great.
- 168 Trying to access medical services (Sunshine Health) - no one accepts it - poor quality doctors & dentists.
- 170 XXX from Children's Society the only person with a problem who comes to our home any time day or night , unannounced like she has the privileged right as she said when I voiced my disapproval she said her job allows her the right, with no respect or regards for us, it may be a part of her job but, everyone else has their job to do just as well , they are respectful to us and to our home, I have not been prepared for this it makes me very upset I will never prevent a visit but that sends me off like we have no rights, there is a feeling of being violated, if these were not my kids I would not continue if the state or the authorities are sending this message it needs to be addressed. improvement in this area.
- 171 Just would love to be able to sit with individuals in a relaxed environment and express our gratitude for the personal care they provide us as a family.
- 172 None.
- 173 Deveraux
- 174 I feel that communication with the foster parents and biological parent through the case managers could be better.
- 175 Deverux has improved with case managers but needs more improvement, but everyone in the world always needs improvement to learn and become stronger.
- 176 Don't know how necessary guardian ad litem are as there is my relicensing counselor and the child's case worker coming in and out as necessary and with visitations sometimes feels like too many people to entertain in my home.
- 177 nothing at this time
- 178 Donna has helped us understand and become more aware of what it takes for adoption, if we decide to adopt our foster children if the parents loose their rights.
- 179 Staywell wasn't helpful at all. I kept getting the run around.
- 180 Case managers are over-burdened and seem to burn out quickly. Early on, communications are decent, but, as cases wear on and new case managers are loaded with cases, communications become seriously impaired.
- 181 Nothing at this time
- 182 I wish our case manager kept us more informed of the case. We don't even know what the case plan is.

Question 17: Suggestions for increasing the number of quality foster homes in Polk, Hardee, and Highlands Counties?

- 183 Make the parents work harder, father depends too much on the system for help, needs to try harder. Never showed up her daughter's birthday & no show on Christmas & still hasn't called the kids.
- 184 Follow federal law in time frames to permanency, more professional behavior by all service providers in response time and follow-up.
- 185 Try and place children in the county they come from. It is so difficult for case managers to transport children from one county to another for sibling visits and then return to different counties when siblings are split up.
- 186 Live webinars should also be offered in the evening for ongoing training.
- 187 Foster parents need to know that they have support as well as the children. Children all told what the foster parent can't do then, and the children don't be told that try should or how to behave in their foster home or what consequences they could face as well. That's why some potential parents steer away.
- 188 Keep bringing awareness to the need. I think most people don't think about these kids because they are too busy with their own lives. Bringing awareness will bring more foster parents.
- 189 You need to have more fun things for our families to do together. The LEGOLAND was fun but you need something for the older kids like Universal Studios. You need to have more than once a year and we need more positive images out there so if more people see a large group on an outing having a good time together they might want to join in. It would be cool to take all of our kids to Disney World for Christmas and if we could all go as a group all wearing T-shirt, it would have a positive image and if we could get the news to cover it WDW. Also we could get together and give back as a group. We really feel teaching our kids to give back is a good thing. Would it be great to have us all get together and work at a food bank or other thing but as a group. We all wear our foster care t-shirts and get the news to cover it, just saying :). There are a lot of ways to get the world to see us in a positive light and we really feel that the best way is if we all pull together and work as a team. We also need more fun things to do together. If we can get our foster families to come together as a team we bet you would have a ton of people signing up to join in.
- 190 I think foster care is still mysterious to the general public. I believe going to larger organizations and informing them about what FC really is may help (ex. going to SFSL and having an "orientation" 2-3 times year open to anyone).
- 191 No suggestions . . . I liked that the number of children now has a limit of 5 unless approved for more (if space is available).
- 192 I'm not quite sure, my only present experience has been through One Hope United and April Haught through HFC has been pleasant and very present in our needs.
- 193 Things like therapy classes I participated in should count for training. Have them sign off. They need more therapists.
- 194 CM need to revamp schedules so they are not trying to see the child at the last minute. Reserve their visits for daytime - not nighttime! The trust factor is a BIG issue!!
- 195 Believe in us. On any situation we have when child is placed in the house they don't have clothes to wear, especially my experience of placing a kid at midnight without clothes to wear is sad to me.
- 196 Give the caseworkers more training. Up the price on the child in your home by \$15-100. Most foster parents spend more on the kids than what is reimbursed as the monthly payment (diapers, wipes, food and clothing, etc.). Help the foster parents with beds & sheets for kids being placed.
- 197 Too many home visit by all of the people in the org.
- 198 Be more specific in the classroom. Call out the GALs/Case Managers who spend more time discussing themselves rather than who's most important here.
- 199 Give more attention and achievements made by foster parents.
- 200 Speaking to churches.
- 201 Keep the good works up lot of unfortunate ones are depending on the good souls that has chosen jobs like this. ☐
- 202 Keep up the good work they are already doing!
- 203 I do not have any. I think HFC are doing a great job on obtaining new foster homes.
- 204 Not really sure. I do encourage people to look into it. I told them that this experience was much better than the one we had over 15 years ago when we adopted our children.
- 205 Personally, I'm leading by example, but I heard about the program on the Joy FM and the commercial was nice asking for all kinds to help and hearing that we're needed makes us want to help.
- 206 Just continue to get into the churches.
- 207 Board rates would need to go up to help with out of pocket costs.
- 208 Not sure. They are doing a great job as it is trying to get adults on board. Maybe having children available to talk to about their foster experience might help.
- 209 Continue partnering with churches; there is a wealth of good candidates there and who will be doing it for the right reasons. Find a way to connect with families who are looking to become parents or to adopt for inability to have children. Get the word out!!! More advertising!! More exposure!! More information on the children is critical; people think the kids are bad and shy away from helping.
- 210 That the different agency respect the foster parent. And when a bio parent says rude remarks to the foster parent that the case manager put a stop to it.
- 211 Continue to partner with the 111 project. Search in churches for families. ☐

Question 18: What do you feel are some strengths that you have experienced within the local child welfare system?

- 212 None welfare system should help more with children not parents, that's why parent don't try hard enough.
- 213 They answer your questions and if don't know they ask someone who does.

- 214 Responsiveness to requests for resources and assistance. Gwen Hinkle's weekly resource newsletter is extremely valuable.
- 215 Communication with one another. Great support.
- 216 In our cases, I've felt that the children's welfare was most important rather than the parents. I think that's the way it always should be.
- 217 The support we get from Ruthy has helped us the most. She always gives us the right answers and if she doesn't know she will find out.
- 218 April Haught is a major strength. We hope everyone has a person like April around. Communication has been amazing with almost anyone.
- 219 I get calls from different people making sure we're okay and ask if we need anything for the children. It's encouraging to know there is help.
- 220 As of right now I think speaking from our only association with Heartland FC that we have is w/April Haught & like I said earlier, very pleasant & helpful w/our questions.
- 221 WIC people very helpful. But we should not have to go through dietician class with each child unless bad problem. Takes long time & ridiculous - over and over.
- 222 Becoming more vocal.
- 223 Opening my eyes to the system and providing an enriching environment for the children during the rough time.
- 224 Treat child like my own kids.
- 225 More patience with kids; documenting things; better social skills; better understanding about helping in our community; loving unconditionally; giving a child a warm & welcoming environment; providing doctor visits for the child's needs.
- 226 The love you can give to the children that they are not used to.
- 227 Recognizing the needs of everyone involved.
- 228 I've learned so much about how the "system" works and the difficulty of parenting a child so severely "broken".
- 229 Patience, stop and think before acting, step back and put oneself in situations, put your self in the place and feel how and what the other person is feeling. soft answers can soothe some wounds.
- 230 Individuals who truly love and care for the children are the greatest strength. Those who take the time to enter their world in an attempt to know them, reach them and have a genuine desire to make a difference in their future.
- 231 I have learned to approach each child differently and do as much work on my own as possible. CM and GAL offices see a lot of employee turnarounds making cases suffer.
- 232 That they do try to place the child with a foster family that will work for them in the long run.
- 233 That all medical is taken care of is a huge strength...not everyone take Medicaid but not worrying about payment for medical is great...haven't had to use them yet, but knowing we've got advocates in all the schools is also great.
- 234 Most of the people I have worked with have a genuine love for the children.
- 235 Caring and helpful staff.
- 236 I am more assertive in what I ask for with the different agencies.
- 237 Everyone in the system seems to have a true desire to help these children and families. Everyone seems to truly love the children and have their best interests at heart.
- 238 Again, Lynette has been an incredible source of support, resources, and information. We are so thankful for her.

Question 19: Opportunities for Improvement within the System of Care

- 239 Training about school age testing, etc. (504, IEP).
- 240 Not sure at this time.
- 241 Establish community partnerships for more affordable daycare services.
- 242 Parents are given too many chances. There should be a clearly stated time limit to finish their case and then the kids should be given permanency. Kids linger in care far too long sometimes.
- 243 Case managers need to understand when they set an appointment time to keep it or call and not treat us like we are not important (only foster parent).
- 244 We need info about court findings, staffing, GAL suggestions, etc.
- 245 No concerns as of now.
- 246 Case worker turnover rate, and timely funds given to help us.
- 247 Diversity in the ads that go out.
- 248 Do the right thing I supposed to do.
- 249 That would be the caseworkers respecting and teaming with the foster parents and also planning visits instead of showing up whenever they want to. We have a life too and it don't revolve around the caseworker.
- 250 More funding and clothes money.
- 251 More staffing.
- 252 You're doing fine - just share funding with Devereux & TLC, both quality offerings.
- 253 LEGAL across the board needs education in ACES and trauma informed care. My recent experiances over the past year has opened my eyes to some of the "break down" in the system. Those in authority who make final, lasting decisions on behalf of children in foster care are not always as fully informed as Casemanager and care givers.

254 Even though the truth hurts, it's best to hear it earlier than later. I am still a little upset on how the placement of CM was handled. I was "held off" for over 1 month when plans were already in the works for her placement elsewhere.

255 Devereux

256 The amount of time the children are foster care placement. The parents are allotted entirely to much time to complete their case plans. The children need stability and a permanent home if possible and sometimes it may not be with the biological families.

257 Appreciation for all we take on as foster parents.

258 Sometimes I wished the system worked quicker in all areas...reunification, termination, etc.

259 We would like to see the board rates come at the same day of each month.

260 Nothing right now.

261 More proactive training and intervention with parents. Identify the demographic for potential issues (low income?, uneducated?, whatever you can use to identify the families) and be more proactive on training parents before there is a problem. Maybe lobby for ALL expectant parents to have training?? We have to train and take a test to become licensed drivers, but not to become parents? Sorry, parenting does not always come naturally, and many had poor parental role models to glean from. I WISH I had been provided with the information and tools we received during licensing BEFORE I became a parent to my own children. How much better a parent I would have been!

Question 20: Comments or Suggestions

262 My case manager is awesome (Kimberly Helmick, Gulf Coast).

263 The experience was hard initially but rewarding at the end.

264 We love doing what we do and helping these kids brings us joy. Those kids are family to us and we just want everyone who works with us to understand that. Thank you.

265 Mrs. Amanda Birge is our re-licensing counselor and she is very good to us.

266 If require so much training should go back to weekend at arena & classes at day there.

267 Thanks for everything.

268 I am satisfied with everybody.

269 Thank you!

270 We love caring for our children placed in our home! Thank you for the opportunity