

Cabinet Agencies' Performance Audit Action Item(s) & Status

The Experiences and Perspectives of Washington Families who Adopted Children from Foster Care

(See also [cabinet agency response](#) for full context to Washington State Auditor's Office (SAO) [report](#), February 2014)

Agencies included in the performance audit: the Department of Social and Health Services (DSHS).

SAO Recommendations (Rec) in brief:

1. Develop a plan for enhancing post adoption services for families adopting foster children using the parent survey results and information from other states.
2. Reach out to parents one year after the DSHS finishes centralizing the adoption support program to determine whether their satisfaction with the unit's performance and its consistency has improved and report the results of its analysis to the Governor and the Legislature after the outreach is completed.

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the [cabinet agency response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
1	Complete	Redesign the Children's Administration (CA) adoption website to separate pre- and post-adoption categories. Work has begun with the National Resource Center for Adoption to identify design needs to be included in the DSHS website redesign.	DSHS	12/31/2015				The website has been updated and provides more information for families who are preparing to adopt and those whose adoptions are completed. Updates on the website will continue as agency policies, forms, and processes change. Updates complete 12/31/2015
1	Complete	CA will work with stakeholders and nonprofit organizations to develop a public-private partnership to enhance resources for post-adoption services	DSHS	On-going	Yes			The Adoption Support Program Supervisor participates with the Post Adoption Support Advocacy Group. Based on the changes that are taking place in the adoption community, this

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								<p>work will continue to be an ongoing process. The initial phase of beginning the work with community stakeholders has been completed.</p> <p>One area described by the parents was the need to improve availability of adoption competent public and private professionals who work with adoptive families. Training for social service staff and community professional who provide treatment to adoptive children and families was also described as a need.</p> <p>Support provided by the National Training Institute, Center for Adoption Support Education, and the Children’s Bureau.</p> <p>Washington State was selected as a pilot site for a web-based training for staff and mental health providers who work with children who are to achieve permanency through guardianship and adoption. The initial training phase will begin Jan 1, 2017 and will involve training adoption, adoption support, Relative Guardianship liaisons, home study licensors, six staff from Coordinated Care of Washington that focus on care coordination for adoption support youth and Program and Policy.</p> <p>In July 2017, mental health professionals will be eligible to begin the web-based</p>

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								training. This process involves training and evaluation.
2	Complete	Establish initial standard processes and procedures for reviewing adoption support case files to meet necessary case requirements in a timely manner.	DSHS	1/31/2015				Completed 12/31/2014.
2	Complete	CA will conduct a follow-up survey to adoptive families to assess for improved customer service satisfaction.	DSHS	1/31/2016 12/31/16 9/1/17		There were no initial funds identified for the survey.		<p>The department is expanding the Continuous Quality Improvement (CQI) process. As a part of systems improvement, CA will do a survey once per year.</p> <p>The date for the completion of the initial survey has been extended to December 31, 2016. The department has chosen to use a survey monkey tool to complete a survey regarding the adoption support process.</p> <p>Department has list of all adoptees and families – there are currently 17,500 children who have been adopted by over 9000 families. Emails and addresses have been obtained. Survey questions have been developed and are in the process of being finalized. Work was being performed by intern employee, as no funds were provided for this project. Current plan is to send the survey out by September 2017.</p> <p>9/2017 Update: The follow-up survey was completed in September 2017.</p>