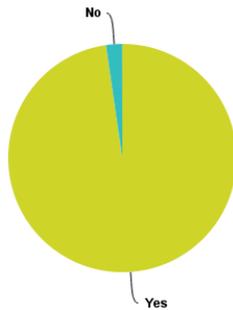


Foster Care Survey Results

Through the Foster and Adoptive Parent Support Center, we were able to email a survey to all foster parents that currently had a child(ren) placed in their home. Approximately 4,000 emails were sent. Between 500-1,000 came back as undeliverable. We received responses from 393, an 11-13% response rate. We asked about their knowledge of SoonerCare and the ways that they interact with our system. Below is a summary of the results:

Q1 Have you ever been informed that children/youth in foster care are covered by SoonerCare?

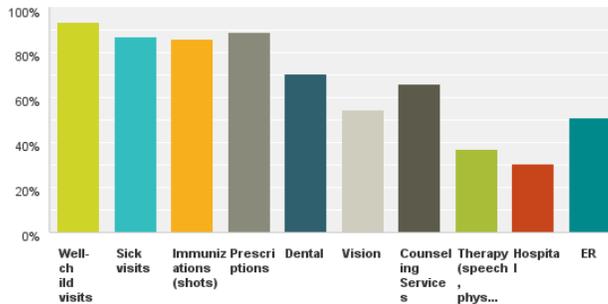
Answered: 393 Skipped: 0



Most families identify their child welfare caseworker as the one that informed them.

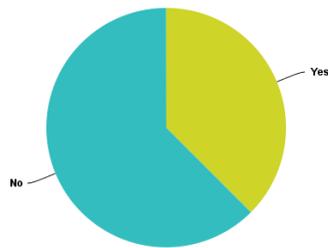
Q2 What kinds of health care services have children in your home used? Please check all types that you have used since children were placed in your home.

Answered: 389 Skipped: 4

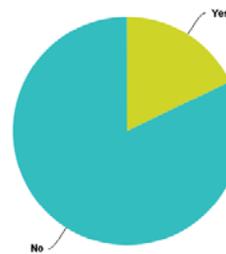


It is encouraging that families know that the children in foster care are covered by SoonerCare, and that 93% have used their SoonerCare benefits for a well child visit (EPSDT). However, there is definitely room for us to partner with OKDHS on improvements. We also found out that 63% of families report that they have not been informed about the Health Passport, our shared system that gives families access to the children's medical records, and only 18% report having ever used it.

Q3 Have you ever been informed about the Health Passport system?
Answered: 392 Skipped: 1



Q4 Have you ever used the Health Passport?
Answered: 391 Skipped: 2



Of those that have used the passport, 43% of those used it to understand more about the child's health conditions, 20% used it to provide information to the health care provider about your child's health history, and 6% used it to help know when to schedule well child visits or specialty appointments.

The majority of respondents said that they used the pediatrician they were already using with either their biological children or other children in OKDHS custody, but there were also a high number that reported choosing based on referrals from friends.

72% report having visited our website (www.okhca.org) making it seem as though it might make sense to put some information targeted foster parents on the site and 55% reported contacting the SoonerCare helpline. From the comments, it seems like most experiences were that the information they received was helpful to them, although there were certainly comments that made it obvious that there is always room for improvement.

When mining through the responses of what types of information related to health care would be helpful and how they would like to receive that information, the child's health history was overwhelmingly their number one concern. Because this is what the passport is designed to provide, I think this shows the need for more education about the passport and how to use it. However, some parents that do currently use it also mentioned that immunizations are not currently pulled into the passport. Secondly, parents said that they need more information on what SoonerCare benefits cover. They mentioned needing more information in regards to behavioral health needs, vision, dental, and prescriptions as well as benefits that had limits or required prior authorizations. Several also mentioned the need for either a SoonerCare card or the medical ID number.

Most cited email as their preferred communication method of course.

Demographically, it looks like a significant amount of respondents are caring for infants; that there was a good spread between emergency, kinship, traditional foster care and adoptive parents; that many of them had had placements for the long term, and that there was representation from a number of both rural and urban counties including: Wagoner, Pottawatomie, Comanche, McCurtain, Washington, Alfalfa, Garfield, McIntosh, Logan, Mayes, Canadian, Creek, Tulsa, Kay, Oklahoma, Grady, Cleveland, Garvin, Lincoln, LeFlore, Payne, Beckham, Rogers, Noble, Bryan, Washita, Ponotoc and Cherokee.