



2023 DCYF Constituent Relations Annual Report



Washington State Department of
CHILDREN, YOUTH & FAMILIES

DCYF does not discriminate and provides equal access to its programs and services for all persons without regard to race, color, gender, religion, creed, marital status, national origin, sexual orientation, age, veteran's status, or presence of any physical, sensory, or mental disability.

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Washington State Department of
CHILDREN, YOUTH & FAMILIES

CONTENTS

CONTENTS..... 1

Purpose of Constituent Relations 1

Statewide Results..... 2

Region 1 4

Region 2 10

Region 3 14

Region 4 19

Region 5 24

Region 6 28

Juvenile Rehabilitation..... 36

Foster Care Licensing/Unlicensed Caregiver/Facility Investigations 36

Childcare Licensing..... 37

Working Connections..... 38

Provider’s Complaints..... 38

Good News Stories..... 39

Areas for Improvement..... 39

Purpose of Constituent Relations

The Department of Children, Youth, and Families (DCYF) Constituent Relations unit is part of the Public Affairs division of the agency. Constituent Relations provides a fair and courteous process for resolving complaints relating to child protection and child welfare cases, foster home and childcare licensing, early learning programs, and juvenile rehabilitation services.

The complaint resolution process was developed based on RCW 74.13.045, which states that the *“department shall develop and implement an informal, non-adversarial complaint resolution process to be used by clients of the department, foster parents, and other affected individuals who have complaints regarding a department policy or procedure, or the application of such a policy or procedure, related to programs administered under this chapter. The process shall not apply in circumstances where the complainant has the right under Title 13, 26 or 74 RCW to seek resolution of the complaint through judicial review or through an adjudicative proceeding.”*

Constituent Relations staff can provide information relating to the various programs within DCYF, such as policies, dependency processes, relative placement, Interstate Compact on the Placement of Children (ICPC), adoption, foster care and childcare licensing, Indian Child Welfare, extended foster care and independent living, contracts, and other information specific to DCYF.¹

Process to resolve complaints:

1. First attempt to resolve the complaint or concern at the lowest level by talking with the assigned worker or licensor.
2. If talking with the worker does not resolve the complaint or concern, proceed up the chain of command for the case assignment.
3. If the complaint or concern is not resolved after contacting the area administrator, then contact DCYF Constituent Relations.

Constituent Relations data includes the nature of the complaint, who the constituent contacted, and the specific DCYF program. The annual Constituent Relations Report includes information for statewide results, regional results, and office-level data. Constituent Relations utilized a previous SharePoint program until the SharePoint Online system became available in March 2023. Due to this change in programs, both manual and automated processes were used to collect and compile the data contained in this report. Although efforts have been made to ensure the counts are accurate, some errors may have resulted from this process.

¹ Constituent Relations has no legal jurisdiction in family court matters, such as custody or parenting plans. Constituent Relations cannot assist with child support concerns, or with concerns about benefits provided by the Department of Social and Health Services (DSHS).

Statewide Results

(January through December 2023)

Total	Inquiry Topics
439	Contacts relating to Child Protective Services (CPS), CPS Family Assessment Response (CPS FAR), Family Reconciliation Services (FRS), Family Voluntary Services (FVS), Child and Family Welfare Services (CFWS), adoptions, intake
16	Out-of-Home Care (licensed and unlicensed placements)
5	Juvenile Rehabilitation
17	Childcare/Early Learning
410	Report allegations of child abuse/neglect
1,812	Contacts to request information relating to DCYF programs, policy/procedures, background checks, contracts, dependency process, to request records
110	Contacts about child welfare cases in other states
247	Contacts relating to other Washington State agencies
166	Contacts relating to non-DCYF issues such as parenting plans/custody, law enforcement, private adoptions, restraining orders

Constituent Relations responded to 3,222 contacts between January 2023 and December 2023.

Who Contacted the Constituent Relations Unit

Contact	Total
Governor's Office	32
Legislator	10
DCYF Secretary	9
DCYF Deputy Secretary	0
DCYF Assistant Secretary/Field Operations	1
DCYF Public Affairs Director	6
DCYF Chief of Staff	5
Mother	347
Father	200
Relative Caregiver	43
Foster Parent	25
Provider/Contractor	56
DCYF Staff	31
DCYF Child/Youth	0

February 2024

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2023 DCYF CONSTITUENT RELATIONS ANNUAL REPORT

Contact	Total
Relative	325
Citizen	2,132

Child Welfare Contacts by Region*

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	TOTAL
95	33	51	86	66	108	439

**Contacts relating to child welfare (CPS, FAR, CFWS, FRS, FVS)*

Child Welfare Program Areas Overall

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
11	145	67	9	7	198	2	439

February 2024

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Region 1

Child Welfare Program Areas

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
0	31	10	0	2	52	0	95

Nature of Concern

Concern	Total
CAN Finding	0
CAPTA	0
Case Plan	18
Case Services	10
Confidentiality	3
Customer Service	36
Discrimination	0
Payment	1
Placement	18
Relative Search	0
Removal of Child	0
Visitation	9

Region 1 Office	Total Inquiries
Adoptions	0
Clarkston	5
Colfax	8
Colville	3
Intake	0
Lincoln County	0
Moses Lake	12
Newport	3
Omak	3
Republic	0
Spokane Central	22
Spokane North	16
Spokane Valley	12

February 2024

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2023 DCYF CONSTITUENT RELATIONS ANNUAL REPORT

Region 1 Office	Total Inquiries
Wenatchee	11

Region 1 – Clarkston

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	3
Discrimination	0
Payment	1
Placement	0
Relative Search	0
Removal of Child	0
Visitation	0

Region 1 – Colfax

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	1
Customer Service	4
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	0
Visitation	0

Region 1 – Colville

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	2
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	0
Visitation	0

Region 1 – Moses Lake

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	4
Case Services	1
Confidentiality	0
Customer Service	5
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal	0
Visitation	1

Region 1 – Newport

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	1
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	0

Region 1 – Omak

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	2
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 1 – Spokane Central

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	5
Case Services	1
Confidentiality	3
Customer Service	8
Discrimination	0
Payment	0
Placement	4
Relative Search	0
Removal of Child	0
Visitation	1

Region 1 – Spokane North

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	3
Case Services	2
Confidentiality	0
Customer Service	5
Discrimination	0
Payment	0
Placement	6
Relative Search	0
Removal of Child	0
Visitation	0

Region 1 – Spokane Valley

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	3
Case Services	2
Confidentiality	1
Customer Service	2
Discrimination	0
Payment	1
Placement	2
Relative Search	0
Removal of Child	0
Visitation	1

Region 1 – Wenatchee

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	1
Confidentiality	0
Customer Service	2
Discrimination	0
Payment	0
Placement	2
Relative Search	0
Removal of Child	0
Visitation	5

Region 2

Region 2 Child Welfare Program Areas

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
0	6	5	1		21	0	33

Nature of Concern

Concern	Total
CAN Finding	0
CAPTA	0
Case Plan	15
Case Services	1
Confidentiality	0
Customer Service	9
Discrimination	0
Payment	1
Placement	1
Relative Search	0
Removal of Child	3
Visitation	3

Region 2 Office	Total Inquiries
Adoptions	0
Ellensburg	4
Goldendale	3
Intake	0
Richland	13
Sunnyside	0
Toppenish	0
Walla Walla	3
White Salmon	0
Yakima	10

February 2024

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Region 2 – Ellensburg

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	0
Customer Service	2
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	0

Region 2 – Goldendale

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	0
Customer Service	0
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 2 – Richland

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	4
Case Services	0
Confidentiality	0
Customer Service	6
Discrimination	0
Payment	1
Placement	1
Relative Search	0
Removal of Child	0
Visitation	1

Region 2 – Walla Walla

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	1
Visitation	0

February 2024

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Region 2 – Yakima

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	5
Case Services	1
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	2
Visitation	1

Region 3

Region 3 Child Welfare Program Areas

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
2	19	9	3	0	17	1	51

Nature of Concern

Inquiry Type	Total
CAN Finding	1
CAPTA	1
Case Plan	6
Case Services	5
Confidentiality	0
Customer Service	26
Discrimination	0
Payment	1
Placement	2
Relative Search	0
Removal of Child	2
Visitation	7

Region 3 Office	Total Inquiries
Adoptions	2
Bellingham	11
Everett	9
Friday Harbor	0
Lynnwood	3
Mt. Vernon	4
Oak Harbor	1
Sky Valley	4
Smokey Pt.	16
Intake	1

February 2024

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Region 3 – Bellingham

Inquiry Type	Total
CAN Finding	1
CAPTA	0
Case Plan	2
Case Services	2
Confidentiality	0
Customer Service	5
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	0
Visitation	0

Region 3 – Everett

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	6
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	2

Region 3 – Lynnwood

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	3
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	0

Region 3 – Mt. Vernon

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	1
Visitation	1

Region 3 – Oak Harbor

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	0
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 3 – Sky Valley

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	3
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 3 – Smokey Point

Inquiry Type	Total
CAN Finding	0
CAPTA	1
Case Plan	2
Case Services	2
Confidentiality	0
Customer Service	7
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	1
Visitation	2

Region 3 – Adoptions

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	0
Visitation	0

Region 4

Region 4 Child Welfare Program Areas

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Central Intake	Region 4 Intake	Total
3	33	14	0	3	33	0	0	86

Nature of Concern

Inquiry Type	Total
CAN Finding	2
CAPTA	0
Case Plan	14
Case Services	6
Confidentiality	5
Customer Service	35
Discrimination	0
Payment	1
Placement	15
Relative Search	1
Removal of Child	3
Visitation	4

Region 4 Office	Total
Adoptions – Region 4	3
King ICW	6
King East	8
King South-East	20
King South-West	14
King West	15
MLK	20
White Center	1
Central Intake	0

February 2024

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Region 4 – Indian Child Welfare (ICW)

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	1
Confidentiality	1
Customer Service	3
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 4 – King East

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	1
Customer Service	2
Discrimination	0
Payment	0
Placement	2
Relative Search	0
Removal of Child	0
Visitation	1

Region 4 – King South-East

Inquiry Type	Total
CAN Finding	1
CAPTA	0
Case Plan	2
Case Services	2
Confidentiality	1
Customer Service	10
Discrimination	0
Payment	0
Placement	4
Relative Search	0
Removal of Child	0
Visitation	0

Region 4 – King South-West

Inquiry Type	Total
CAN Finding	1
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	2
Customer Service	8
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	1
Visitation	0

Region 4 – King West

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	3
Confidentiality	0
Customer Service	7
Discrimination	0
Payment	1
Placement	2
Relative Search	0
Removal of Child	0
Visitation	1

Region 4 – MLK

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	6
Case Services	0
Confidentiality	0
Customer Service	5
Discrimination	0
Payment	0
Placement	4
Relative Search	1
Removal of Child	2
Visitation	2

Region 4 – White Center

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	0
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	0
Visitation	0

Region 4 – Adoptions

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	0
Customer Service	0
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	0

Region 5

Region 5 Child Welfare Program Areas

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
0	29	10	5	0	22	0	66

Inquiry Type	Total
CAN Finding	1
CAPTA	0
Case Plan	17
Case Services	6
Confidentiality	1
Customer Service	23
Discrimination	3
Payment	2
Placement	5
Relative Search	0
Removal of Child	2
Visitation	6

Region 5 Office	Total
Adoptions Region 5	0
Bremerton	11
Lakewood	28
Parkland	7
Puyallup	10
Tacoma	10

February 2024

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Region 5 – Bremerton

Inquiry Type	Total
CAN Finding	1
CAPTA	0
Case Plan	3
Case Services	3
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	2
Relative Search	0
Removal of Child	1
Visitation	0

Region 5 – Lakewood

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	9
Case Services	3
Confidentiality	0
Customer Service	11
Discrimination	1
Payment	0
Placement	2
Relative Search	0
Removal of Child	0
Visitation	2

Region 5 – Parkland

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	0
Customer Service	0
Discrimination	2
Payment	1
Placement	1
Relative Search	0
Removal of Child	0
Visitation	1

Region 5 – Puyallup

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	1
Customer Service	6
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 5 – Tacoma

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	5
Discrimination	0
Payment	1
Placement	0
Relative Search	0
Removal of Child	1
Visitation	2

February 2024

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Region 6

Region 6 Child Welfare Program Areas

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
6	27	19	0	2	53	1	108

Nature of Concern

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	22
Case Services	6
Confidentiality	1
Customer Service	44
Discrimination	0
Payment	3
Placement	15
Relative Search	0
Removal of Child	5
Visitation	12

Region 6 Office	Total
Adoptions	6
Aberdeen	16
Centralia	11
Forks	0
Intake	1
Kelso	12
Long Beach	2
Pt. Angeles	8
Pt. Townsend	4
Shelton	1
South Bend	1
Stevenson	2
Tumwater	20
Vancouver-Cascade	6

February 2024

Office of Public Affairs | Approved by Allison Krutsinger, Director

2023 DCYF CONSTITUENT RELATIONS ANNUAL REPORT

Region 6 Office	Total
Vancouver-Clark	6
Vancouver- Columbia	12

Region 6 – Aberdeen

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	4
Case Services	2
Confidentiality	0
Customer Service	7
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	1
Visitation	1

Region 6 – Centralia 5

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	5
Case Services	0
Confidentiality	0
Customer Service	5
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	0
Visitation	0

Region 6 – Kelso

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	3
Discrimination	0
Payment	0
Placement	4
Relative Search	0
Removal of Child	0
Visitation	4

Region 6 – Long Beach

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 6 – Port Angeles

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	5
Discrimination	0
Payment	1
Placement	1
Relative Search	0
Removal of Child	0
Visitation	0

Region 6 – Port Townsend

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	0
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	1
Visitation	1

Region 6 – Shelton

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	1
Confidentiality	0
Customer Service	0
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	0

Region 6 – Stevenson

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	0
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	0
Visitation	1

Region 6 – Tumwater

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	5
Case Services	2
Confidentiality	1
Customer Service	8
Discrimination	0
Payment	0
Placement	3
Relative Search	0
Removal of Child	1
Visitation	0

Region 6 – Vancouver Cascade

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	1
Case Services	1
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	1
Relative Search	0
Removal of Child	0
Visitation	2

Region 6 – Vancouver Clark

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	0
Case Services	0
Confidentiality	0
Customer Service	1
Discrimination	0
Payment	0
Placement	0
Relative Search	0
Removal of Child	1
Visitation	4

Region 6 – Vancouver Columbia

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	0
Customer Service	7
Discrimination	0
Payment	0
Placement	2
Relative Search	0
Removal of Child	0
Visitation	1

Region 6 – Adoptions

Inquiry Type	Total
CAN Finding	0
CAPTA	0
Case Plan	2
Case Services	0
Confidentiality	0
Customer Service	0
Discrimination	0
Payment	2
Placement	2
Relative Search	0
Removal of Child	0
Visitation	0

Juvenile Rehabilitation

2023 Complaints and Comments Regarding Juvenile Rehabilitation

During 2023, Constituent Relations received six complaints related to Juvenile Rehabilitation, but one of these pertained to a county juvenile facility. Four of the contacts came from citizens, one from a mother and one from a father. Two were concerns about visits at Green Hill School. Echo Glen had two complaints, one regarding case services, and one regarding customer service at that facility.

Foster Care Licensing/Unlicensed Caregiver/Facility Investigations

When no region office is involved, the complaint is listed under “0” below. “FI” is field investigation. “OHL” is out of home licensing, both licensed and unlicensed. There were a total of eighteen complaints recorded for 2023.

Region Office	Licensing	Nature of Complaint	Contacted by:
0	N/A	Home Study Denial	Assistant Secretary
1	OHL	Customer Service	Foster Parent
2	OHL	CA/N Finding	Foster Parent
3	FI	Case Plan	DCYF Secretary
4	OHL	Customer Service	Citizen
4	OHL	Customer Service	Citizen
4	OHL	Case Plan	Unlicensed Caregiver
4	OHL	Customer Service	Legislator
5	OHL	Customer Service	Citizen
5	FI	Customer Service	DCYF Secretary
5	FI	Discrimination	DCYF Secretary
5	OHL	Case Services	Foster Parent
5	OHL	Facility Investigation	DCYF Secretary
6	FI	Customer Service	Foster Parent
6	FI	Customer Service	Foster Parent
6	FI	Removal of Children	Legislator
6	FI	Customer Service	Foster Parent
6	FI	Removal of Children	Governor’s Office

February 2024

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Childcare Licensing

Constituent Relations received fourteen contacts regarding childcare licensing.

Childcare Type	Office/Region	Nature of Contact	Contact
Family Home	Seattle DEL - Region 4	Rule violations	Childcare Owner
Center	-----	Health concerns	Mother
Center	Bellevue DEL - Region 4	Customer service	Mother
Unlicensed	-----	Unlicensed childcare	Citizen
Family Home	Tacoma DEL - Region 5	Rule violations	Citizen
Family Home	Tacoma DEL - Region 5	Closed, rule violations	Legislator
Family Home	Tacoma DEL - Region 5	Closed, rule violations	Governor's Office
Family Home	-----	Inquiry about rules for adding childcare homes	Childcare Owner
Center	Spokane DEL – Region 1	Discrimination against child due to disability	Mother
Center	Tacoma DEL – Region 5	Nurturance/care issues	Childcare Employee
Afterschool childcare	Seattle DEL - Region 4	Question about closing afterschool program	Mother
Family Home	Wenatchee DEL – Region 1	Licensors unresponsive	Provider
Center	Bellevue DEL - Region 4	Discrimination against child due to disability	Mother
Family Home	Seattle DEL - Region 4	Suspended license	Provider

Division of Licensed Resources/Child Protective Services (DLR/CPS)

A total of three DLR/CPS complaints were recorded.

Childcare Type	Office/Region	Nature of Complaint	Contact
Family Home	Seattle DEL - Region 4	Rule violations	Governor's Office
Family Home	Seattle DEL – Region 4	Licensing issues	Childcare Owner
Center	Seattle DEL – Region 4	Child abuse/Neglect	Chief of Staff

February 2024

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Working Connections

Constituent Relations responded to fourteen inquiries about Working Connections.

A total of five complaints were recorded for Working Connections.

Nature of Complaint	Contact
Payment	Governor's Office
Payment	Childcare Owner
Subsidy eligibility	Chief of Staff
Subsidy eligibility	Legislator
Subsidy issues	Governor's Office

Provider's Complaints

A total of six provider's complaints were recorded.

Region/Office	Nature of Complaint	Contact
Region 4 - Seattle DEL	Childcare Licensing	Childcare Owner
Region 4 - Seattle DEL	Childcare Licensing	Mother
Region 5 - Tacoma DEL	Childcare Licensing	Citizen
N/A	Childcare Licensing	Childcare Owner
Region 4- Seattle DEL	Childcare Licensing	Childcare Owner
Region 5 - Tacoma DEL	Customer Service	Childcare Owner

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Good News Stories

A former foster parent who had adopted one of her foster children called Constituent Relations before Christmas. She said she owns a community shop, and she wanted to “give back” for the wonderful experience she’s had as an adoptive parent. This constituent asked if she could put up a Christmas “giving tree” in her business with tags for local foster children. Constituent Relations thanked her for this generous offer and referred her to a DCYF office in her area.

Constituent Relations receives occasional requests to speak with college students completing educational work for both undergraduate and graduate degrees. In this instance, the student focused on child welfare programs within DCYF. She expressed her excitement and the fresh ideas for employment opportunities when considering other programs like Department of Early Learning, Licensing Division, and Juvenile Rehabilitation as she moves forward toward graduation.

Areas for Improvement

Relative Search

Since [House Bill 1747](#) became effective on June 9, 2022, relative search has become even more important in meeting case requirements. Relatives must remain the priority for placement and permanency throughout the life of the case, so relative searches must continue to be performed and documented. This requirement includes relative searches for legally-free children and youth.

During the past year, Constituent Relations received complaints from foster parents when a child’s placement changed from foster care to a relative placement. Foster parents can play an important role in a smooth transition by preparing the child, packing items, sharing insights, giving details of a child’s schedule, and passing along medical information to ensure the care and needs of the child will be met. It is important to acknowledge the role of foster parents as caregivers, and to encourage them to assist in the change of placement when a child leaves their home to live with family members.

Relatives called with concerns about discovering a relative child is in placement through social media or family connections, but they were not contacted by DCYF. Relatives expressed concerns about being overlooked, left out or passed over for placement without an explanation. If identified family members can be included in Family Team Decision Making Meetings, they could provide additional family information and participate in supportive activities, even if they are not a placement option.

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