

Program Improvement Plan (PIP) Fact Sheet for Parents And Guardians

Opportunities For Your Involvement

Case-Related Interviews

- Provide an opportunity to share how well the agency provided services to you and your family.
- Interviews may also occur with your children.
- You may be asked questions such as:
 - Were services provided to you in your home to help you safely care for your child? What were those services?
 - If your child was in foster care, how often did you visit your child?
 - Were you involved in your child's medical appointments while your child was in foster care?
 - How often did you talk with your caseworker?
 - Did the caseworker ask you about your needs?

Your Voice Matters

- Be open and honest.
- Plan for 30 – 45 minutes.
- Be available by phone or in person.
- Let the reviewer know if your contact information changes.

For your participation in the interview, you may receive a gift card as our way of saying thank you.

If you would like copies of this document in an alternative format or language, please contact DCYF Constituent Relations (1-800-723-4831 | 360-902-8060, ConstRelations@dcyf.wa.gov).

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What are the Central Case Reviews?

The Program Improvement Plan (PIP) is a federal case review that occurs periodically.

The Central Case Review Team (CCRT) enables the Department of Children, Youth, and Families (DCYF) to:

1. Ensure conformity with federal child welfare requirements.
2. Determine what is actually happening to children and families as they are engaged in child welfare services.
3. Assist DCYF in improving child welfare services and achieve outcomes related to safety, permanency and well-being for families and children who receive services.

When are the Central Case Reviews?

Held in each field office for one week, every 18-24 months.

Contact

Email: cqisession@dcyf.wa.gov.



Washington State Department of
CHILDREN, YOUTH & FAMILIES