

Caregivers Communication Guide



Key Resources

DCYF Staff Directory: <https://apps-ca-ext.dcyf.wa.gov/EmployeeDirectoryInternet/>

Office Locator (includes phone numbers):
<https://apps-ca-ext.dcyf.wa.gov/CAOfficesPub/offices/general/OfficePick.asp>

When you need help, you should . . .

- Call, email, or text the child's caseworker if you have a question or concern about the child in your care. If you called the caseworker and they were unavailable, leave a message.
- Call, email, or text your foster care licenser if your concern is related to your foster care license. If you called the licenser and they were unavailable, leave a message.

If you don't hear back, have a concern, or disagree with a decision, you should . . .

- Try to resolve the complaint or concern with the caseworker or licenser. If your complaint or concern is not resolved, contact the next person in the leadership order.

****Every effort is made to return your call timely. Please give us 48 business hours to respond.***

Urgent Calls

Call the caseworker first. If you can't reach the caseworker during regular business hours, call the caseworker's office and ask to speak with the caseworker's supervisor. If the supervisor is unavailable, ask to speak to the supervisor of the day. Be sure to tell the staff member answering the phone that this is an urgent call about the child in your care.

After regular business hours, call 1-866-363-4276.

If your concern or complaint was not resolved:

1. Contact Constituent Relations by email, phone or letter.
 - 1-800-723-4831 or 360-902-8060
 - **ConstRelations@dcyf.wa.gov**
 - Department of Children, Youth, and Families
Attn: Constituent Relations
PO Box 45710
Olympia, WA 98504-5710
2. You may also contact the Office of the Family & Children's Ombuds and express your concern. The Ombuds contact information is 1-800-571-7321 or **ofco.wa.gov**.

Sequence for making calls:

- 1 Child Welfare Caseworker
- 2 Supervisor
- 3 Area Administrator
- 4 Deputy Regional Administrator
- 5 Regional Administrator

If you would like free copies of this publication in an alternative format or language, please contact DCYF Constituent Relations at 1-800-723-4831 or email communications@dcyf.wa.gov.

DCYF PUBLICATION PPS_0099 | CWP_0073 (03-2025)



Washington State Department of
CHILDREN, YOUTH & FAMILIES