







CAREGIVERS COMMUNICATION GUIDE

When I need help, I should . . .

-  1. Call the child's worker if you have a question or concern about the child in your care. Call your foster care licensur if your concern is related to your foster care license. If he/she is unavailable, leave a message. Here is the link for the Children's Administration Staff Directories <https://fortress.wa.gov/dshs/ca/employeeedirectory>

Urgent Calls  ***If you are unable to reach the worker and the call is urgent, and you must speak with someone immediately, press "0" to have your call re-directed. Ask to speak with the worker's supervisor. If he/she is not available, ask to speak to the supervisor of the day. Tell the staff that this is an urgent call about the child in care.***

-  2. If you don't hear back from the worker* or if you disagree with the response, you may call the Supervisor. If he/she is unavailable, leave a message.
-  3. If you don't hear back from the Supervisor* or if disagree with the response, you may contact the Area Administrator. If he/she is unavailable, leave a message.
-  4. If you don't hear back from the Area Administrator* or if you disagree with the response, you may contact the CA Deputy Regional Administrator (or the Deputy Administrator for the Division of Licensed Resources (DLR)). If he/she is unavailable, leave a message.
-  5. If you don't hear back from the CA Deputy Regional Administrator* / DLR Deputy Administrator* or if you don't understand, or disagree with the response, then contact the CA Regional Administrator / DLR Administrator. If he/she is unavailable, leave a message.

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

If I am still disagree . . .

- Contact the Children's Administration Office of Constituent Relations by email, phone or letter.
 - 1-800-723-4831 or 360-902-8060
 - ConstRelations@dshs.wa.gov
 - Constituent Relations
Children's Administration
PO Box 45710
Olympia, WA 98504-5710
- You may also contact the Office of the Family & Children's Ombuds expressing your concern. The Ombuds contact information is:
 - 1-800-571-7321 or <https://fortress.wa.gov/es/ofcoform/>