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 licensor 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/employeedirectory

   *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 . . .

1. 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

2. 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/