



2022 CONSTITUENT RELATIONS ANNUAL REPORT



Washington State Department of
CHILDREN, YOUTH & FAMILIES

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CHILDREN, YOUTH & FAMILIES

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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 child care 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 are able to 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 child care 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. Data must be manually searched and compiled because the Share Point system for Constituent Relations does not produce statistical counts for all categories. Although efforts are made to ensure the counts are accurate, some errors may result 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

Constituent Relations responded to 3,540 contacts between January 2022 and December 2022

606	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
20	Out-of-Home Care (licensed and unlicensed placements)
3	Juvenile Rehabilitation
38	Child Care/Early Learning
311	Report allegations of child abuse/neglect
2,004	Contacts to request information relating to DCYF programs, policy/procedures, background checks, contracts, dependency process, to request records
93	Contacts about child welfare cases in other states
108	Contacts relating to other Washington State DSHS agencies
357	Contacts relating to non-DCYF issues such as parenting plans/custody, law enforcement, private adoptions, restraining orders

Child Welfare Contacts by Region*

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	TOTAL
107	46	65	89	136	163	606

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

Who Contacted the Constituent Relations Unit

Governor's Office	65	Relative	106
Legislator	17	Relative Caregiver	35
DCYF Secretary	26	Foster Parent	61
DCYF Deputy Secretary	1	Provider/Contractor	1
DCYF Assistant Secretary/Field Operations	0	DCYF Staff	3
DCYF Public Affairs Director	18	DCYF Child/Youth	1
DCYF Chief of Staff	12	Citizen	64
Mother	242	Father	141

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Child Welfare Program Areas							
Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
4	208	82	20	6	284	2	606

Region 1

Region 1 Child Welfare Program Areas							
Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
0	38	10	1	1	56	1	107

Nature of Concern			
CAN Finding	1	Discrimination	0
CAPTA	1	Payment	0
Case Plan	22	Placement	8
Case Services	10	Relative Search	0
Confidentiality	2	Removal of Child	8
Customer Service	43	Visitation	12

Region 1 Office	Total	Office	Total
Adoptions	0	Newport	1
Clarkston	4	Omak	1
Colfax	1	Republic	0
Colville	2	Spokane Central	41
Intake	1	Spokane North	16
Lincoln County	0	Spokane Valley	23
Moses Lake	7	Wenatchee	10

Region 1 – Intake			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0

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Customer Service	1	Visitation	0
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Region 1 – Clarkston			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	3	Visitation	1

Region 1 – Colfax			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	1	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	0	Visitation	0

Region 1 – Colville			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	2	Visitation	0

Region 1 – Moses Lake			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	1	Placement	1
Case Services	0	Relative Search	0
Confidentiality	0	Removal	1
Customer Service	3	Visitation	1

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Region 1 – Newport			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	1
Customer Service	0	Visitation	0

Region 1 – Omak			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	0	Visitation	1

Region 1 – Spokane Central			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	7	Placement	2
Case Services	6	Relative Search	0
Confidentiality	2	Removal of Child	3
Customer Service	14	Visitation	7

Region 1 – Spokane North			
CAN Finding	1	Discrimination	0
CAPTA	0	Payment	0
Case Plan	3	Placement	0
Case Services	1	Relative Search	0
Confidentiality	0	Removal of Child	1
Customer Service	10	Visitation	0

Region 1 – Spokane Valley			
CAN Finding	0	Discrimination	0

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CAPTA	1	Payment	0
Case Plan	6	Placement	2
Case Services	3	Relative Search	0
Confidentiality	0	Removal of Child	1
Customer Service	9	Visitation	1

Region 1 – Wenatchee

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

Region 2

Region 2 Child Welfare Program Areas

Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
0	11	5	4	0	26	0	46

Nature of Concern

CAN Finding	0	Discrimination	0
CAPTA	1	Payment	1
Case Plan	6	Placement	4
Case Services	2	Relative Search	0
Confidentiality	1	Removal of Child	5
Customer Service	22	Visitation	4

Region 2 Office	Total	Office	Total
Adoptions	0	Sunnyside	0
Ellensburg	13	Toppenish	1
Goldendale	3	Walla Walla	9
Intake	0	White Salmon	0

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Richland	12	Yakima	8
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Region 2 – Ellensburg			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	3	Placement	1
Case Services	0	Relative Search	0
Confidentiality	1	Removal of Child	3
Customer Service	3	Visitation	2

Region 2 – Goldendale			
CAN Finding	0	Discrimination	0
CAPTA	1	Payment	0
Case Plan	0	Placement	0
Case Services	1	Relative Search	0
Confidentiality	0	Removal of Child	1
Customer Service	0	Visitation	0

Region 2 – Richland			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	1	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	10	Visitation	1

Region 2 – Toppenish			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	1	Visitation	0

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Region 2 – Walla Walla			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	1	Placement	0
Case Services	1	Relative Search	0
Confidentiality	0	Removal of Child	1
Customer Service	5	Visitation	1

Region 2 – Yakima			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	1
Case Plan	2	Placement	3
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	2	Visitation	0

Region 3

Region 3 Child Welfare Program Areas							
Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
1	13	10	4	0	37	0	65

Nature of Concern			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	2
Case Plan	12	Placement	15
Case Services	2	Relative Search	0
Confidentiality	1	Removal of Child	3
Customer Service	25	Visitation	5

Region 3 Office	Total	Office	Total
Adoptions	1	Mt. Vernon	14

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Bellingham	11	Oak Harbor	8
Everett	12	Sky Valley	5
Friday Harbor	1	Smokey Pt.	7
Lynnwood	6	Intake	0

Region 3 – Bellingham			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	1
Case Plan	4	Placement	1
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	5	Visitation	0

Region 3 – Everett			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	1
Case Plan	1	Placement	1
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	5	Visitation	4

Region 3 – Friday Harbor			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	1	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	0	Visitation	0

Region 3 – Lynnwood			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	1	Placement	1
Case Services	0	Relative Search	0

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Confidentiality	0	Removal of Child	0
Customer Service	4	Visitation	0

Region 3 – Mt. Vernon

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

Region 3 – Oak Harbor

CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	1	Placement	2
Case Services	0	Relative Search	0
Confidentiality	00	Removal of Child	1
Customer Service	4	Visitation	0

Region 3 – Sky Valley

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

Region 3 – Smokey Point

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

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Region 3 – Adoptions			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	1	Visitation	0

Region 4

Region 4 Child Welfare Program Areas								
Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Central Intake	Region 4 Intake	Total
0	37	9	2	2	38	1	0	89

Nature of Concern			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	2
Case Plan	12	Placement	10
Case Services	8	Relative Search	2
Confidentiality	1	Removal of Child	5
Customer Service	45	Visitation	4

Region 4 Office	Total	Office	Total
Adoptions – Region 4	0	King South-West	17
Regional Intake	0	King West	19
King ICW	1	MLK	19
King East	16	White Center	1
King South-East	15	Central Intake	1

Region 4 – Indian Child Welfare (ICW)			
CAN Finding	0	Discrimination	0

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CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	1	Visitation	0

Region 4 – King East

CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	3	Placement	2
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	10	Visitation	1

Region 4 – King South-East

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

Region 4 – King South-West

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

Region 4 – King West

CAN Finding	0	Discrimination	0
CAPTA	0	Payment	2
Case Plan	3	Placement	2

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Case Services	3	Relative Search	0
Confidentiality	0	Removal of Child	2
Customer Service	7	Visitation	0

Region 4 – MLK

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

Region 4 – White Center

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

Region 4 – Central Intake

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

Region 5

Region 5 Child Welfare Program Areas							
Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
2	52	18	5	2	57	0	136

Nature of Concern			
CAN Finding	1	Discrimination	1
CAPTA	2	Payment	1
Case Plan	30	Placement	17
Case Services	10	Relative Search	1
Confidentiality	0	Removal of Child	8
Customer Service	54	Visitation	11

Region 5 Office	Total	Office	Total
Region 5 Adoptions	2	Parkland	28
Bremerton	15	Puyallup	27
Lakewood	34	Tacoma	30

Region 5 – Bremerton			
CAN Finding	0	Discrimination	0
CAPTA	1	Payment	0
Case Plan	3	Placement	3
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	8	Visitation	0

Region 5 – Lakewood			
CAN Finding	1	Discrimination	0
CAPTA	0	Payment	0
Case Plan	7	Placement	4
Case Services	4	Relative Search	1
Confidentiality	0	Removal of Child	1
Customer Service	15	Visitation	1

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Region 5 – Parkland			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	6	Placement	5
Case Services	2	Relative Search	0
Confidentiality	0	Removal of Child	2
Customer Service	10	Visitation	3

Region 5 – Puyallup			
CAN Finding	0	Discrimination	0
CAPTA	1	Payment	1
Case Plan	10	Placement	3
Case Services	1	Relative Search	0
Confidentiality	0	Removal of Child	2
Customer Service	8	Visitation	1

Region 5 – Tacoma			
CAN Finding	0	Discrimination	1
CAPTA	0	Payment	0
Case Plan	4	Placement	2
Case Services	3	Relative Search	0
Confidentiality	0	Removal of Child	3
Customer Service	11	Visitation	6

Region 5 – Adoptions			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	0	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	2	Visitation	0

Region 6

Region 6 Child Welfare Program Areas							
Adoptions	CPS	CPS FAR	FVS	FRS	CFWS	Intake	Total
1	57	30	4	1	70	0	163

Nature of Concern			
CAN Finding	3	Discrimination	0
CAPTA	0	Payment	1
Case Plan	31	Placement	15
Case Services	12	Relative Search	0
Confidentiality	2	Removal of Child	5
Customer Service	80	Visitation	14

Region 6 Office	Total	Office	Total
Adoptions	1	Pt. Townsend	2
Aberdeen	21	Shelton	7
Centralia	15	South Bend	1
Forks	2	Stevenson	0
Intake	0	Tumwater	37
Kelso	16	Vancouver-Cascade	15
Long Beach	1	Vancouver-Clark	17
Pt. Angeles	7	Vancouver- Columbia	11

Region 6 – Aberdeen			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	2	Placement	3
Case Services	2	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	12	Visitation	2

Region 6 – Centralia 5			
CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0

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Case Plan	7	Placement	2
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	5	Visitation	1

Region 6 – Forks

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

Region 6 – Kelso

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

Region 6 – Long Beach

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

Region 6 – Port Angeles

CAN Finding	0	Discrimination	0
CAPTA	0	Payment	1
Case Plan	2	Placement	1

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Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	2	Visitation	1

Region 6 – Port Townsend

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

Region 6 – Shelton

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

Region 6 – South Bend

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

Region 6 – Tumwater

CAN Finding	2	Discrimination	0
CAPTA	0	Payment	0
Case Plan	6	Placement	3
Case Services	4	Relative Search	0
Confidentiality	2	Removal of Child	5

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Customer Service	21	Visitation	4
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Region 6 – Vancouver Cascade

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

Region 6 – Vancouver Clark

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

Region 6 – Vancouver Columbia

CAN Finding	0	Discrimination	0
CAPTA	0	Payment	0
Case Plan	3	Placement	0
Case Services	0	Relative Search	0
Confidentiality	0	Removal of Child	0
Customer Service	8	Visitation	0

Region 6 – Adoptions

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

Juvenile Rehabilitation

2022: Complaints and Comments Regarding Juvenile Rehabilitation

During 2022, Constituent Relations received three complaints related to Juvenile Rehabilitation. Two contacts came from citizens regarding a staff member at a facility. One youth contacted Constituent Relations regarding his conviction and sentence.

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.

Region Office	Licensing	Nature of Complaint	Contacted by:
0	N/A	Visit	Foster parent
	N/A	Customer Service	Foster parent
	N/A	Case plan	Chief of Staff
	N/A	Case plan	Foster parent
	N/A	Home Study denied	Unlicensed caregiver
	DLR/CPS	Facility Investigation	Foster parent
1	OHL	Retaliation	Foster parent
	FI	Removal of child	Foster parent
2	OHL	Customer Service	Foster parent
	FI	Customer Service	Mother
3	OHL	Payment	Foster parent
	OHL	Case plan	Legislator
	FI	Customer Service	Foster parent
	OHL	Removal of child	Foster parent
4	FI	Case plan	Foster parent
5	OHL	Home study denied	Relative
	OHL	Removal of child	
6	FI	Customer service	Gov’s office
	OHL	Case plan	Public Affairs
	OHL	Case plan	Gov’s office
	OHL	Case plan	Foster parent
Total	20		

Childcare Licensing

Unlicensed Child Care	Region/Office	Nature of Complaint	Contact
Licensing - sent to Central Intake	Tacoma DEL - Region 5	Unlicensed, unsafe facility	Mother
Licensing - sent to Central Intake	Tacoma DEL - Region 5	Unlicensed, unsafe facility	Mother
Licensing - sent to Central Intake	Tacoma DEL - Region 5	Unlicensed, unsafe facility	Mother
Licensing - sent to Central Intake	Tacoma DEL - Region 5	Unlicensed facility	Mother
Licensing - sent to Central Intake	Tacoma DLR/CPS Region 5	Unlicensed, unsafe facility	Mother
Licensing - sent to Central Intake	Vancouver DEL - Region 6	Unlicensed home	Provider
Licensing rules/questions	Vancouver DEL - Region 6	Unlicensed home	Provider
Licensing - earlier intake open	Port Angeles DEL - Region 6	Unlicensed facility	Citizen
Total: 8			
Working Connections	Nature of Complaint		Contact
		Payment	Gov's Office
		Payment	Legislator
		Subsidy eligibility	Chief of Staff
		Subsidy eligibility	Gov's Office
Total: 5	Subsidy issues		Gov's Office

Provider's Complaints	Region/Office	Nature of Complaint	Contact
	Region 5	Customer service	Owner
	Region 5	Customer service	Owner
	Region 3	Customer service	Employee
	Region 1	"Valid" finding	Owner
	Region 5	Background check	Employee
	Region 3	Closed license	Citizen
	Licensing	Closed license	Citizen
	Region 5	Family home licensing	Legislator

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Total: 8			
DLR/CPS	Region/Office	Nature of Complaint	Contact
	Region 2	Inadequate supervision	Mother
	Region 4	Insufficient care	Father
	Region 2	Unsafe facility	Citizen
	Region 5	Inadequate supervision	Mother
	Region 3	CA/N in lic'd facility	Sec. Hunter
	Region 5	CA/N in lic'd facility	Father
Region 4	Overcapacity lic'd	Citizen	
Total: 7			
Non-DCYF/Other	Nature of Complaint		Contact
	Concern about previous child care employer		Citizen
	Concern about child care on reservation land		Mother
	Question about ratio of staff to children		Chief of Staff
	Question about state fire codes		Citizen
	Customer service		Public Affairs Director
	Non-DCYF, complaint about Homeowner's Association related to licensed child care operation		Owner
	Customer service		Citizen
	Concern about previous child care employer		Citizen
	COVID restrictions for child care attendance		Public Affairs
	Interest/questions about becoming provider		Citizen
Total: 10			

Good News Stories

A relative living in Washington State contacted Constituent Relations regarding her adolescent nephew who was placed in out-of-home care by another state. The contact information for the other state, and information regarding ICPC was provided to the constituent. Some months later, the relative contacted Constituent Relations again expressing gratitude to DCYF for assisting her in obtaining placement of her nephew. She shared that she was taking her nephew to Washington D.C. to attend an event with the U.S. Congress.

Throughout the year, Constituent Relations received a number of calls from altruistic individuals who were interested in making donations to foster children and families in need. Offers included luggage, clothing, financial assistance, transportation and visit supervision. We expressed our gratitude for their kindness and generosity, and we referred them to area offices to make further arrangements.

Areas for Improvement

Customer Service

It would be helpful to make the Regional Intake call numbers more noticeable for constituents. This could help reduce the load for Central Intake and End Harm lines, and callers could have faster access to make a report regarding child abuse/neglect.

Child Protective Services Family Assessment Response

The primary complaints for parents participating in the CPS FAR Program were:

- Not understanding the difference between a CPS investigation and the FAR pathway.
- Lack of specifics as to what the case plan is.
- Unclear regarding case status – not knowing if their case is open or closed.
- Lack of a letter or other notification to parents when the FAR case is concluded.