Who do I contact if I have concerns about my case that can't be resolved with my FVS caseworker?

If you have a complaint or concern about how your case is being handled, call your FVS caseworker's supervisor. If your concerns are still not worked out, you can call the Area Administrator.

You may also call the Office of Constituent Relations at 800-723-4831 or 360-902-8060 for help at any time.

The Washington State Family and Children's Ombuds office receives concerns and complaints regarding activities of the Department of Children, Youth, and Families and they have the authority to investigate concerns. They can be reached at 800-571-7321.

For more information visit:

https://dcyf.wa.gov/services/child-welfare-system/cps

Caseworker's Information:

Name: _____

Phone: _____

Email: _____

Caseworker Supervisor's Information:

Name: _____

Phone: _____

Email: _____

Find your local DCYF office:

Scan the QR Code, or go to:
https://apps-ca-ext.dcyf.wa.gov/CAOfficesPub/offices/general/OfficePick.asp

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*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**.*

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Family Voluntary Services

Strengthening Families Through Connections to Supportive Services and Resources

Washington State Department of
CHILDREN, YOUTH & FAMILIES

What is Family Voluntary Services (FVS)?

FVS is a program that lets parents/legal guardians choose to participate in services to meet their child(ren)'s safety, health, and well-being needs.

The goal of FVS is to support families to engage in services that meet the family's needs while strengthening and keeping the family together.

Caseworkers work with families to complete an assessment of strengths, needs, and child safety. Families can choose to stop working with the Department of Children, Youth, and Families (DCYF) at any time. If a family chooses to stop FVS services, caseworkers are required to assess the level of safety and risk prior to closing the case. If there is an unmet need related to child safety, DCYF may request court intervention by filing a dependency petition.

How does FVS work?

FVS may be offered following a CPS case when services and resources can support families to ensure child safety and family stability.

Families may also ask for FVS services in times of need by calling DCYF.

EXPECTATIONS

What to expect from your FVS caseworker

- They will treat you and your family with respect.
- To work with you and make a plan to keep your children safe and make sure your children have their basic needs met.
- They will offer services specific to you and your family, such as parenting education, counseling; or treatment. Visit the DCYF website for a more comprehensive list of services and resources.
- They will meet with your family and privately with the children in your home at least one to two times a month.
- They will contact service providers, community partners, family and friends (with your permission) to get an outside point of view of you and your family's progress.
- They will talk with you about personal and infant/toddler safety.
- If your child is suspected of being commercially sexually exploited, they will help you complete an assessment and offer services.
- They will encourage you to work with a peer ally or attend a support group whenever available.

What your FVS caseworker expects from you

- To participate in the assessment process and help develop a plan to strengthen your family well-being and long-term stability.
- To follow the safety plan (if you have one).
- To participate in services to strengthen your family well-being and long-term stability.
- To allow the FVS caseworker to meet with your children privately.
- To meet with the FVS caseworker regularly.
- To keep the FVS caseworker informed of any changes in your situation.
- To sign releases of information for you and your children.
- To share your family's strengths, needs, and circumstances.