

# Caregivers Communication Guide



## *When you need help, you should . . .*

- Call the child's caseworker 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 the caseworker or licensor is unavailable, leave a message. Here is the link to the Department of Children, Youth, and Families staff directory:

<https://fortress.wa.gov/dshs/ca/employeeirectory>

- If you don't hear back from the caseworker or licensor\* or if you disagree with the response, you may call the supervisor. If the supervisor is unavailable, leave a message.
- If you don't hear back from the supervisor\* or if disagree with the response, you may contact the area administrator. If the area administrator is unavailable, leave a message.
- If you don't hear back from the area administrator\* or if you disagree with the response, you may contact the DCYF deputy regional administrator (or the deputy administrator for the Licensing Division(LD)). If the deputy regional administrator is unavailable, leave a message.
- If you don't hear back from the DCYF deputy regional administrator\*/LD deputy administrator\* or if you don't understand or disagree with the response, then contact the DCYF regional administrator/LD administrator. If they are unavailable, leave a message.

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

## Urgent Calls

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. You can find an office's reception phone number by visiting <https://fortress.wa.gov/dshs/ca/CAOfficesPub/offices/general/officepick.asp>.

After regular business hours, call 1-866-ENDHARM or (1-866-363-4276).

## If you still disagree . . .

1. Contact Constituent Relations by email, phone or letter.
  - 1-800-723-4831 or 360-902-8060
  - [ConstRelations@dcyf.wa.gov](mailto: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 expressing your concern. The Ombuds contact information is 1-800-571-7321 or [ofco.wa.gov](http://ofco.wa.gov).

---

*If you would like copies of this document in an alternative format or language, please contact DCYF Constituent Relations (1-800-723-4831 | 360-902-8060, [ConstRelations@dcyf.wa.gov](mailto:ConstRelations@dcyf.wa.gov)).*

DCYF PUBLICATION CWP\_0073 (04-2021)



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**