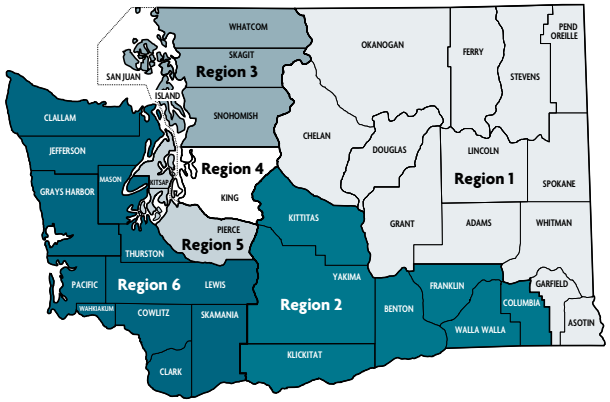
Important contact information



Statewide LD/CPS offices

REGION 1
316 W. Boone Ave.,
Ste 500
Spokane, WA 99201

REGION 2
1002 N. 16th Ave.,
Yakima, WA 98902

REGION 3
8625 Evergreen Way,
Ste 250
Everett, WA 98208

REGION 4
4045 Delridge Way SW,
Ste 201
Seattle, WA 98106

REGION 5
1949 S. State St.,
Tacoma, WA 98405

REGION 6
6860 Capitol Blvd. SW,
Bldg #2
Tumwater, WA 98501

If you have any questions about an investigation, contact us at **dcyfdlliccpsfcadministrativestaff@dcyf.wa.gov**.

Foster and Kinship Caregivers Only

Foster Intervention and Retention Support Team (FIRST) is a resource that is available to foster parents and kinship caregivers to provide you with assistance during an LD/CPS investigation. It also provides referrals to community resources. You may contact FIRST at 866-393-6186.

Child Care Providers may visit the DCYF website for information and support at **www.dcyf.wa.gov**.

Washington State Department of Children, Youth & Families
Licensing Division
1500 Jefferson St. SE
Olympia, WA 98501

If you are an individual with a disability and are concerned about your rights as provided under the Americans with Disabilities Act, please view the publication *ADA/504 Public Notice of Nondiscrimination* (ADM_0026) for further information and instructions on how to file a complaint online at **www.dcyf.wa.gov/publications-library/ADM_0026**.

*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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Child Protective Services Investigations In State-Regulated Care

Washington State Department of
CHILDREN, YOUTH & FAMILIES

Licensing Division/Child Protective Services (LD/CPS) Investigation

DCYF's LD/CPS responds to reports of abuse or neglect of children and youth. These reports involve people or places licensed by the state to care for children and youth. This includes foster homes, group or residential care facilities, family child care homes, child care centers, state-regulated facilities, and the staff who work there.

When someone believes a child or youth has been abused or neglected, they may call DCYF to report the allegation. Anyone who believes that a child was abused or neglected may call 1-866-363-4276 or 9-1-1 to make a report. If the allegation happens in a facility that is state-regulated, licensed to care for children, or subject to licensing, the case is assigned to LD/CPS for investigation. LD/CPS investigates allegations of physical abuse, sexual abuse, negligent treatment and/or maltreatment, sexual exploitation, trafficking, and child fatalities.

What happens when LD/CPS investigates allegations of abuse or neglect of a child or youth?

The investigator will:

- Contact law enforcement, if necessary.
- Interview the alleged victims.
- Notify you about the allegations as soon as possible as long as it does not impact the investigation.
- Give you an opportunity to respond to the report.
- Interview witnesses and others who have relevant information about the alleged incident.
- Visit the facility to review files, policies, and to assess the facility.
- Consult with experts, if necessary.
- Complete the investigation in a timely manner. Our aim is to complete investigations within 60 days, but it may take up to 90 days or longer if law enforcement is involved. If you are concerned about how long the process is taking, please contact the LD/CPS supervisor in your area.
- Determine whether a child or youth was abused or neglected according to state law..

What are findings?

The LD/CPS investigator determines whether the allegation rises to the level of abuse or neglect as defined by state law in RCW 26.44.020. An allegation is either founded or unfounded.

Founded means: Based on the information available, it is more likely than not that the abuse or neglect did occur.

Unfounded means: Based on the information available, it is more likely than not that the abuse or neglect did not occur, or that there was not enough evidence to determine whether the alleged abuse did or did not occur.

When the investigation is done, you will be mailed a letter that will tell you whether the finding was founded or unfounded. If the allegations are founded, the letter will tell you how to appeal the findings and the timeframe for appeal.

Even if the allegation is unfounded, your licensor or program authority may work with you to address any concerns discovered during the investigation.

LD/CPS also has the authority to complete risk only investigations. A risk only investigation will assess the present and future risk to children and youth in the facility.

During the course of the investigation you may:

- Have another adult who is not a party to the investigation present during your interview. You must sign a consent form to share information.
- Decline to be interviewed. If you decline to be interviewed, LD/CPS will make a finding without your input unless you send in a written response before the investigation is complete.
- Provide a written response to the allegations at any time, and share any relevant documentation to the investigation. CPS will add it to your file.
- You may request public disclosure at **dcyf.publicdisclosure@dcyf.wa.gov**.

Who do I contact if I have concerns about the investigation?

If you have a concern about the way your case was handled, please contact the investigator's supervisor first. If you think the issue is unresolved, contact the supervisor's area administrator.

You may contact the Office of Constituent Relations at 1-800-723-4831 for assistance at any time.

– or –

You may contact the Office of the Family & Children's Ombuds* at 1-800-571-7321.

For more information about state laws that govern LD/CPS, please go to RCW 26.44.020: **https://app.leg.wa.gov/rcw/default.aspx?cite=26.44.020** and WAC 110-30: **https://app.leg.wa.gov/wac/default.aspx?cite=110-30**

** This agency is separate from DCYF and has authority to investigate any concerns regarding DCYF.*