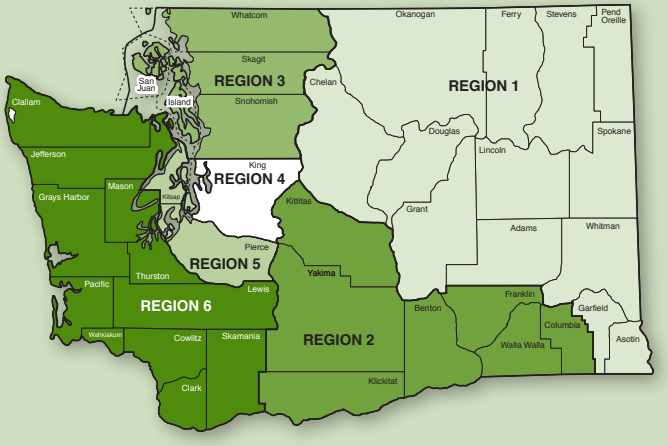
Important Contact Information



STATEWIDE DLR/CPS OFFICES

REGION 1
1313 N. Atlantic, Ste 2000
Spokane, WA 99201
(509) 363-3418

REGION 2
1002 N. 16th Ave.,
Yakima, WA 98909
(509) 225-7935

REGION 3
8625 Evergreen Way, Ste 250
Everett, WA 98208
(425) 595-3470

REGION 4
4045 Delridge Way SW, Ste 201
Seattle, WA 98106
(206) 923-4967
- or -
1313 W. Meeker St. #102
Kent, WA 98032
(253) 372-6011

REGION 5
1949 S. State St.,
Tacoma, WA 98405
(253) 983-6132

REGION 6
6860 Capitol Blvd. SW, Bldg #2
Tumwater, WA 98501
(360) 725-6656

FOSTER PARENTS ONLY

Foster Intervention/Retention Support Team (FIRST) is a resource that is available to foster parents to provide you with assistance during a DLR/CPS investigation. It also provides referrals to community resources. Contact FIRST at (253) 219-6782.

Washington State – DSHS
Children's Administration
DLR Headquarters
1115 Washington St. SE
PO Box 45700
Olympia, WA 98504-5700

Washington State Department of Social & Health Services

Transforming lives

DSHS 22-452 (Rev. 2/18)

Children's Administration
DIVISION OF LICENSED RESOURCES

Child Protective Services Investigations

In-state regulated care

The Division of Licensed Resources / Child Protective Services (DLR/CPS) Investigation

What Happens During A Child Protective Services Investigation?

This brochure explains what happens when Children's Administration receives a report of child abuse or neglect about a person who is licensed or certified by Washington state to care for children. This includes foster homes, group or residential care facilities, family child care homes, child care centers, state-regulated facilities and/or staff working at any of these facilities.

What Is An Allegation?

When someone believes a child has been abused or neglected, he or she may call Children's Administration to report the allegation. Anyone who believes that a child was abused or neglected may call 1-866-ENDHARM or 9-1-1 to make a report. If the allegation happened in a facility licensed to care for children, the case is assigned to the Division of Licensed Resources Child Protective Services (DLR/CPS) unit for investigation. DLR/CPS investigates allegations of physical abuse, sexual abuse, negligent treatment and/or maltreatment, medical neglect, exploitation and child fatalities.

What Happens When DLR/CPS Investigates Allegations Of Child Abuse Or Neglect?

The investigator will:

- Contact law enforcement, if necessary.
- Interview the alleged victims.
- Tell you about the allegations as soon as possible without interfering with the investigation.
- Give you an opportunity to respond to the allegations.
- Interview witnesses and others who have relevant information about the alleged incident.
- Visit your facility to review your files and policies.
- Consult with medical/psychological experts, if necessary.
- Complete the investigation in a timely manner. Our aim is to complete investigations within 45 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 DLR/CPS supervisor in your area.
- Determine whether a child was abused or neglected according to state law.
- Send you a letter when the investigation is complete. The letter will tell you whether the finding was founded or unfounded.

What Are Findings?

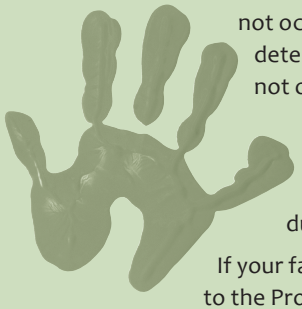
The DLR/CPS investigator determines whether the allegation rises to the level of child abuse or neglect as defined by state law in RCW 26.44.020. An allegation is either founded or unfounded.

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 child abuse did or did not occur.

Even if the allegation is unfounded, your licensor may work with you to address licensing violations that might have been discovered during the investigation.

If your facility is not licensed, concerns will be forwarded to the Program Administrator.



What Rights Do I Have When I Am Investigated By DLR/CPS?

You have the right to:

- Have another adult who is not party to the investigation present during your interview.
- Refuse to be interviewed. If you refuse to be interviewed, DLR/CPS will make a finding without your input unless you send in a written response before the investigation is complete.
- Send a written response regarding the allegations. DLR/CPS will include the information in the investigation and add it to your file.
- Know the outcome of the DLR/CPS investigation. DLR/CPS will send you a letter when the investigation is complete.
- Appeal founded allegations. If the allegations are founded, the letter will tell you how to appeal the finding. If you do not follow the timeframe, you will lose your right to appeal.

Who Do I Contact If I Have Concerns About The Investigation?

DLR/CPS staff are committed to treating you fairly and with respect. If you have a concern or complaint about the way your case was handled, please contact the investigator's supervisor first. If you think the issue is unresolved, contact the DLR Area Administrator in your region.

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.

*This agency is separate from DSHS and has authority to investigate any concerns regarding Children's Administration.

For more information about state laws that govern DLR/CPS, please go to:

http://search.leg.wa.gov/search.aspx#document