



FIRST PROGRAM

*Foster Intervention
and Retention Support Team*

The FIRST Program provides neutral advice and support to foster parents statewide.

Licensed foster parents may experience an investigation when someone makes an allegation against them. The Department of Children, Youth, and Families (DCYF) Licensing Division (LD) has a responsibility to look into these concerns.

Most investigations do not result in a finding of abuse or neglect against a foster parent. However, these investigations can be a stressful time for you or your family. The FIRST Program is here to help you.



Washington State Department of
CHILDREN, YOUTH & FAMILIES

How can they help?

FIRST staff are accessible by telephone and can:

- Respond to your request for assistance within 12 hours.
- Explain the investigation process, including time frames.
- Explain the difference between a Child Protective Service (CPS) investigation and a licensing complaint.
- Assist you in communicating your thoughts and concerns to agency staff.
- Talk to you and lend a supportive ear.
- Meet with you in person, by telephone, or videoconference at your request.
- Keep confidential the questions and concerns you express.

FIRST staff are mandated reporters trained to advise and provide information to foster parents; however, they are not employed by DCYF.

Would you like to speak to a FIRST representative?

Call **866-393-6186** toll free for FIRST support.

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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).

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