

Home and Community Services Regional Leadership Contact List

Home and Community Services values a strong and productive working relationship with Adult Family Home providers. Our goal is to support our providers by having open and transparent communication at every level. When there are issues that cannot be resolved at the lowest level with the assigned case manager and supervisor, we want to ensure you have the contact information for Regional Management.

Who should I contact if I have questions?

1. First Point of Contact: Assigned Case Manager
2. Second Point of Contact: Supervisor

Field Service Administrator (FSA): Supports the local area offices and manages the supervisors covering residential and In-home services within the local offices. The FSA is the next level of contact when an issue cannot be resolved with a supervisor. The FSA will involve the supervisor and subject matter experts as needed.

Transitional Care Program Manager (TCUPM): Oversees individual discharging from institutional settings into the community on Roads to Community Living program.

Deputy Regional Administrator (DRA): Supports the entire region. Assists the Regional Administrator in overseeing the region and has delegated authority when the Regional Administrator is not available. Second contact when issues are escalated from FSA.

Regional Administrator (RA): Oversees the region, operations staffing and program implementation.

Region 1:

- FSA Marci Benefiel: 509-873-3454. marci.benefiel@dshs.wa.gov (Wenatchee, Ellensburg, Union Gap, Toppenish, Sunnyside, Kennewick, Walla Walla, Colfax, White Salmon, Clarkston)
- FSA Valentina Karnafel: 509-818-2489. valentina.karnafel@dshs.wa.gov (Spokane, Colville, Omak, Moses Lake, Newport, Republic)
- Social Services-DRA Teri Bichler: 509-568-3761. teri.bichler@dshs.wa.gov (Entire region)
- RA Tami Rucker: 509-568-3780. tamara.rucker@dshs.wa.gov (Entire region)

Region 2: Each FSA supports the entire region.

- FSA Cindy Nomura: 206-473-2707. cindy.nomura@dshs.wa.gov (Entire region. Focus on regional hospitals, residential case management, WSH, RSW)
- FSA Kellie Williard: 425-977-5274. kellie.williard@dshs.wa.gov (Entire region. Focus on intake, in-home and regional nursing facilities)
- DRA Joanna Blanford-Pirak: 425-339-4064. joanna.blanford@dshs.wa.gov (Entire region)
- RA Erin Klones: 425-873-9667. erin.klones@dshs.wa.gov (Entire region)

Region 3:

- FSA Tami Mistretta: 360-397-9596. tamra.mistretta@dshs.wa.gov (Vancouver, Stevenson, Kelso, Centralia)
- FSA Trisha Armenta: 360-764-6611. trisha.armenta@dshs.wa.gov (Tumwater, Shelton, Aberdeen, South Bend, Bremerton)
- FSA Linda Milton: 253-290-3392. linda.milton@dshs.wa.gov (Tacoma, Port Angeles, Port Townsend)
- DRA Christie Follett: 564-660-0377. christie.follett@dshs.wa.gov (Entire region)
- RA Kara Sells: 360-664-9413. kara.sells@dshs.wa.gov (Entire region)

Statewide Eligibility and Services Delivery Team (SESD)- Oversees Public Benefit Specialists and Socials Service Intake

Administrator Abby Vargas: 360-819-6058. abby.vargas@dshs.wa.gov

Deputy Administrator Heather Spies: 509-844-1933. spies.heather@dshs.wa.gov