

Developmental Disabilities Community Services AFH Referral Regional Contact List by area

Who should I contact if I have questions?

1. First Point of Contact: The Performance Quality Improvement Specialist who covers your area. PQIS provide quality assurance and quality improvement to support regional DDCCS clients, staff and contracted providers. Examples include ensuring homes have Developmental Disability Specialty Training, an initial visit to the AFH, knowledge of services offered by AFHs to provide lists of AFHs to clients seeking AFH services in response to AFH referral requests, and post move visits with individual and provider.
2. Second Point of Contact: The Case Manager, for individual specific questions about residents in the facility.
3. Third Point of Contact: The Quality Assurance Manager in your area supervises the work that PQIS staff do within the region. If issues remain unresolved, contact the QAM.

Region 1:

Shared Email Inbox: R1PQIS@dshs.wa.gov

PQIS:

- Rebecca Devin: (509) 202-5205 rebecca.devin@dshs.wa.gov (Spokane, Lincoln, Pend Oreille, Stevens, Ferry, Okanagan)
- Darla Torno: (509) 601-8457 darla.torno1@dshs.wa.gov (Spokane, Lincoln, Pend Oreille, Stevens, Ferry, Okanagan)
- Kira Chapman: (509) 407-7586 kira.chapman@dshs.wa.gov (Adams, Grant, Douglas, Chelan, Kittitas)
- Danielle Macomber: (509) 727-7604 danielle.macomber@dshs.wa.gov (Yakima, Benton, Whitman, Walla Walla, Franklin, Asotin, Klickitat, Garfield, Columbia)

Quality Assurance Manager:

- Jeremy Martin: (509)818-6403 Jeremy.martin@dshs.wa.gov

Region 2:

Shared Email Inbox: R2AFHREFERRAL@dshs.wa.gov

PQIS:

- Kyle Hill: (206) 794-1296 kyle.hill@dshs.wa.gov (King)
- Lee Schooley: (206) 743-5996 leland.schooley@dshs.wa.gov (King)
- Beth Newman: (425) 583-8555 beth.newman@dshs.wa.gov (Whatcom, Skagit, Snohomish, San Juan & Island)

Quality Assurance Manager:

- Kristen Petrakis: (206)375-5645 kristen.petrakis@dshs.wa.gov

Region 3:

Please contact the PQIS below for the area where your adult family home is located:

PQIS:

- Kelly Zeck: (564) 888-0187 kelly.zeck@dshs.wa.gov (Clark, Cowlitz, Skamania, and Wahkiakum)
- Dana Lattin: (360) 819-0516 dana.lattin@dshs.wa.gov (Clallam, Grays Harbor, Jefferson, Lewis, Mason, Pacific, and Thurston)
- Linda Vickers: (253) 691-3877 linda.vickers@dshs.wa.gov (Pierce County - Tacoma, Lakewood areas only)
- Kathleen Robinette: (360) 819-0667 kathleen.robinette@dshs.wa.gov (Pierce County, except Tacoma and Lakewood)
- Megan Phipps: (253) 307-6451 megan.phipps@dshs.wa.gov (Kitsap)

Quality Assurance Manager:

- Andrea Hymas: (360) 798-7200 andrea.hymas@dshs.wa.gov

Headquarters:

Paula Costa, State Plan Residential Program Manager
(360) 915-4126 Paula.costa@dshs.wa.gov

Guidance and Terms to Know

Developmental Disabilities Community Services strives to build a strong and productive working relationship with our providers. We look forward to our continued collaboration with you.

Please refer to the regional leadership contact list if you feel your questions are not being answered or if you have not had a response.

Terms to know:

- AFH: Adult Family Home
- CRM: Case Resource Manager or Case Manager.
- DDCCS: Developmental Disabilities Community Services.
- PQIS: Performance Quality Improvement Specialist.
- QAM: Quality Assurance Manager.
- QA: Quality Assurance.
- QI: Quality Improvement.

Frequently Asked Questions

1. What should I do if I have questions about DDCS client referrals to AFHs?

Page | 3

- If your question is specific to an individual you support, your first point of contact should always be the individual's case manager.
- AFH providers that support DDCS clients residing in your AFH, please contact the PQIS that covers the area where your AFH is located to update your vacancy information.
- If you are a new AFH and in the process of accepting a person from DDCS, please complete the Developmental Disability Specialty Training requirement first, then contact PQIS in your area. Note: An initial visit needs to occur prior to the first DDCS client moving into your AFH.

2. What if I don't get a response to my email within 2 business days?

- Reach out to the PQIS staff person who covers the county that aligns with the location of the home, or you may reach out to the QAM for that region.

3. When should AFH providers reach out to the regional PQIS staff?

Please contact us when:

- You have any questions about the AFH referral process for DDCS clients,
- You are newly licensed as an AFH and want to accept DDCS clients,
- You were contacted by a social worker at a hospital or nursing facility and have agreed to accept a DDCS client,
- You were contacted directly by a DDCS client or family member and have agreed to accept a DDCS individual.
- You have a new opening in your AFH,
- You have a new service to offer in your AFH,
- There has been another change to the circumstances involving your AFH.

4. What are the benefits of contacting regional PQIS staff?

- PQIS staff help ensure DDCS client moves to AFHs comply with policy and WACs, so the process goes smoothly for all involved.
- PQIS staff will meet with you to learn about what your AFH offers for services to support resident support needs and preferences. This information is entered into our database and used when processing a referral request.
- PQIS will schedule a visit each time a DDCS individual moves into your AFH. This visit will be scheduled within 90 days of the move and will meet with the

individual with questions about the transition of the move. These questions are based on our Guiding Values.

- PQIS staff can provide or arrange for technical assistance.
5. Who do I contact for the DDST training?
 - [Developmental Disability Registration Courses 2026 | Humanitix](#)
 6. Who selects the AFHs to receive referrals?
 - The person requesting the referral to an AFH selects the AFHs to receive their packets.
 7. Where can I find updates and information?
 - [DDCS and HCS AFH Corner | DSHS](#)

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