

The Behavioral Health Support Team consists of members with professional experience in behavioral health care, including working with individuals with mental illness and challenging behaviors.



If you have a resident with challenging behaviors and are in need of additional support, resources, and new ideas . . .

**We May Be Able To Help!**

We are excited to offer these services to support providers giving high-quality care to individuals with complex needs

For more information or to make a referral, contact us at:

**Email:**

RCSBHST@dshs.wa.gov

**Phone:**

(360) 725-3445

Residential Care Services  
PO Box 45600  
Olympia, WA 98504-5600

*This information is available in additional languages; please visit:  
(insert website TBD)*



# Behavioral Health Support Team

Residential Care Services (RCS)



***A Service for Providers***



As a part of Washington state's effort to transform lives and increase the community-based services available to behavioral health clients, Residential Care Services created the Behavioral Health Support Team. The role of this unit is to offer behavioral health support to providers.



The Behavioral Health Support Teams' services correlate with the Washington Administrative Code (WAC) to help improve the quality of care and compliance with state regulations.

Our voluntary services are available statewide. We are not complaint investigators, surveyors or licensors.

All Behavioral Health Support Team members are mandated reporters.

## The Behavioral Health Support Teams' goals include:

- Support providers giving high-quality care to individuals with complex needs and are relocating out of institutional settings
- Immediate and long-term success for individuals with behavioral challenges transitioning to new living arrangements
- Successful regulatory providers by promoting expertise within community settings and assist providers meeting unique needs in an individualized, person-centered approach
- Robust coordination across agencies for success transitioning individuals from psychiatric hospitals into community settings
- Proactively provide required training so providers are successful serving this population

## The following services are available:

### Group Training

Training focuses on special behavioral health topics, trends and best practices. Training can be tailored to your staffs' specific needs, such as information about how to write person-centered care plans, complete risk assessments and more. Trainings can be provided at your facility.

### Focused Consultation

Consults can be tailored to help address the needs of a specific resident or facility difficulty. Examples include troubleshooting behaviors, accessing community resources and more. Consults can be provided at your facility as well as over the phone.

### Preliminary Technical Assistance

For providers who are considering admitting a resident with known challenging behaviors, our team is available to provide preliminary technical assistance before the individual's arrival to the residence. This includes a copy of the most recent WAC(s) and a discussion regarding regulations as they apply to the resident.

