

Do you or someone you know have...

- ...a resident who is **difficult** to care for due to behaviors?
- ...staff who want **training** about mental health, how to handle behaviors, regulations...or something else?
- ...**regulatory questions**, especially when it comes to caring for residents with challenging behaviors?

Are you or someone you know...

- ...preparing to **admit a new resident** with challenging behavior history?
- ...struggling to come up with **new ways** to care for a resident with challenging behaviors?
- ...feeling **overwhelmed** by a residents' behavioral health needs?

The RCS Behavioral Health Support Team Is Available!

WE'RE HERE TO HELP

Frequently Asked Questions:

How do I make a referral to your team?

- All we need is a voicemail or email with the resident name, date of birth, the name of the facility, the name & phone number of the best point of contact at the facility, & if you are referring on behalf of a facility – indication that you've spoken to them about making a referral & that they've agreed to take a call from our team.

Does anyone on the team investigate complaints or inspect facilities? Do you issue fines or citations?

- **No.** Nobody on the team has the authority to do these things. If we see a potential rule violation we will bring it to your attention, & may report to the appropriate authority. This is because everyone on the team is a mandated reporter - like all DSHS employees.

Is the information your team provides guaranteed to be 'citation proof'?

- We can't guarantee this, as there are too many factors that impact each situation. However, please know that **we work hard** to ensure that what we provide is also in alignment with the regulations. This includes staffing with the individuals who write those policies & other regulatory subject matter experts when we're not sure about something.

What if I'm not sure you can help?

- Reach out to us anyway! We'll do the best we can to help you, & if we can't then we'll try to get you pointed in the direction of someone who can.

Are team members experienced in working with behavioral health issues?

- **Yes.** Members include licensed social workers, licensed mental health counselors & more – with experience working at Western State Hospital, the Special Commitment Center on McNeil Island, community mental health agencies, Home & Community Services, local courts & behavioral health crisis units. We are able to help providers address a range of challenges, including disruptive behaviors, wandering, aggression, substance use, refusal of care, symptoms of psychosis...the list goes on.

Does a resident have to have a specific mental health diagnosis before we can make a referral?

- **No.** It doesn't matter to us if the resident has a cognitive issue like dementia, a mental health diagnosis like schizophrenia, a developmental delay or no diagnosis at all - so long as the resident engages in a challenging behavior, it's a referral we can take!

Can a provider receive support for individual residents & receive training for staff?

- **Yes.** A provider is welcome to both of these services. Also, please note that training is **free**.

Does a resident have to be on Medicaid, or does the facility have to accept Medicaid in order for you to help?

- **No!** So long as the facility is a Nursing Home, an Assisted Living Facility, an Adult Family Home or a Supported Living Home that is licensed or certified by RCS, it's a referral we can take!

Does your team provide mental health counseling to residents?

- **No,** this is outside of our team's scope. However, if mental health services are needed, we are happy to help you find local resources to meet that need.

OPEN

We'd love to hear from you! Make a referral or ask us a question by:

Giving us a call: **(360) 725-3445**

Sending us an email: **RCSBHST@dshs.wa.gov**

OPEN