Navigating DSHS

How can we help?

A guide to programs and services offered by the Washington Department of Social and Health Services

- Aging and Long-Term Support Administration
- Behavioral Health Administration
- Developmental Disabilities Administration
- Economic Services Administration
- Facilities, Finance and Analytics Administration
- Rehabilitation Administration
- Services and Enterprise Support Administration
- Division of Vocational Rehabilitation

Washington State
Department of Social
& Health Services

Transforming lives

DSHS MISSION

To transform lives

DSHS VISION

People are healthy,
People are safe,
People are supported,
Taxpayer resources are guarded

DSHS VALUES

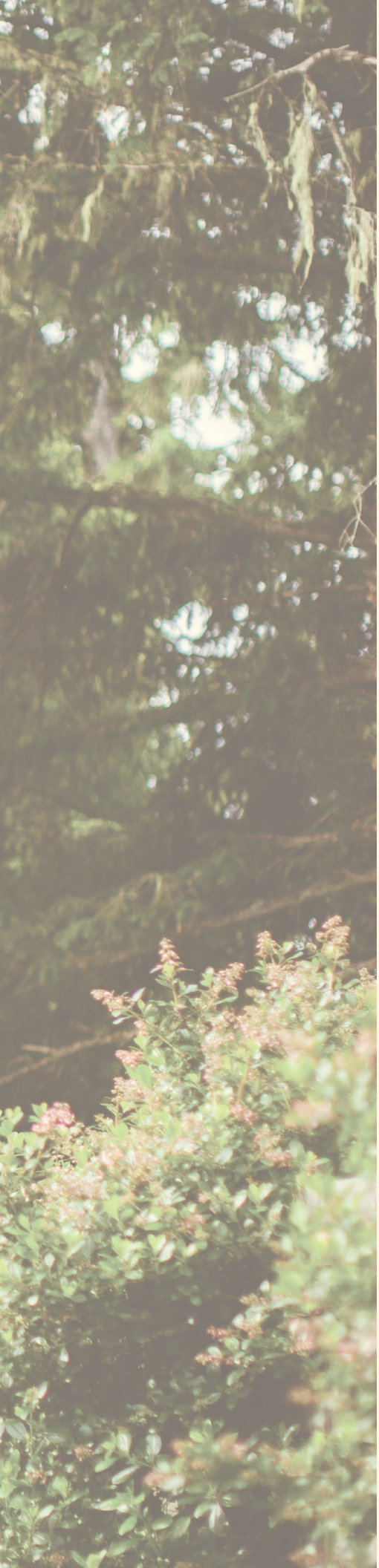
Honesty and Integrity – leadership and service require a clear moral compass.

Pursuit of Excellence – it is not enough to get the job done, we must always challenge ourselves to do it better.

Open Communication – excellence requires teamwork and a strong team is seen, heard and feels free to contribute.

Diversity and Inclusion – only by including all perspectives are we at our best and only through cultural competency can we optimally serve our clients.

Commitment to Service – our challenges will always exceed our financial resources, our commitment to service must see us through.



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Introduction

The Department of Social and Health Services offers a broad range of services and supports to Washington residents.

We could not do this work without the assistance of our dedicated staff, community partners, faith-based organizations, private providers, tribes and state and local government agencies. We thank them for contributing to our mission of transforming lives.

This guide provides basic information about DSHS programs and contact information for individuals seeking supports and assistance.

Transforming Lives

DSHS is the state's social service agency. We, in the:

Aging and Long-Term Support Administration (ALTSA)

- Investigate alleged abuse, neglect or exploitation of vulnerable adults.
- License and monitor nursing homes, assisted living facilities and adult family homes.
- Provide services for people who are low-income and elderly so they can continue to live comfortably and safely in their own homes.
- Provide services and resources on behalf of people who are deaf, hard of hearing and deaf-blind so they have equal access to opportunities.

Behavioral Health Administration (BHA)

- Support sustainable recovery, independence and wellness for individuals with complex needs living in three state psychiatric hospitals: Eastern and Western State and the Child Study & Treatment Center.
- The Office of Forensic Mental Health Services manages Washington's adult forensic mental health care system providing competency evaluation and restoration services to individuals involved with the criminal justice system.
- Provide mental health treatment, in secure facilities, for civilly committed sex offenders.

Developmental Disabilities Administration (DDA)

- Support people with developmental disabilities in living at home by providing respite, family support and personal care.
- Provide employment support.
- Operate residential habilitation centers across the state.

Economic Services Administration (ESA)

- Empower individuals and families to thrive by working with low-income people to meet their foundational needs and achieve their full potential through cash grants, food and medical assistance, employment-focused services, subsidized child care*, refugee assistance, disability determinations and child support collection.

Rehabilitation Administration (RA)

- House and treat juvenile offenders in secure facilities and provide supervision following their release.**

Services and Enterprise Support and Facilities, Finance and Analytics administrations

- Prevent and detect fraud and abuse.
- Engage with Indian tribes and organizations, state and local governments and legislators.
- Administer the background check program for social service providers.
- Manage state appropriations for operating and capital budgets.
- Manage and maintain DSHS leased and owned facilities statewide.

Division of Vocational Rehabilitation (DVR)

- Help people diagnosed with disabilities who want to work but face a substantial barrier to finding, keeping or advancing in a job.
- Provide individualized employment services and counseling to people diagnosed with disabilities.
- Provide support services to assist employers with recruiting, hiring and retaining people diagnosed with disabilities.

** Moving to the Department of Children, Youth, and Families on July 1, 2019.*

***On July 1, 2019, Juvenile Rehabilitation and the Office of Juvenile Justice within the Rehabilitation Administration will move to the Department of Children, Youth, and Families.*

Frequently Asked Questions

Child support and help paying bills

Programs are available to help individuals, families, pregnant women and people diagnosed with disabilities meet day-to-day financial needs. To find out if you are eligible for one or more DSHS assistance programs or to apply, go to **www.washingtonconnection.org**.

How can I get child support?

The Division of Child Support (DCS) helps families by establishing parentage, establishing and enforcing child support and medical support obligations, collecting and processing child support payments and reviewing and modifying child support obligations. Families who receive cash assistance automatically receive DCS services. You can find an online child support quick estimator and more information about DCS services at https://www.dshs.wa.gov/esa/division-child-support or by calling 800-442-5437.

How can I get money to pay my bills?

Temporary Assistance for Needy Families (TANF) provides cash and medical help for families in need. Washington residents who are responsible for the care of children or who are pregnant may be eligible.

Many TANF families are required to enroll in the WorkFirst program that helps them find and keep jobs. To apply, visit a local Community Services Office or apply online at www.washingtonconnection.org.

Aged, Blind or Disabled cash assistance program provides cash grants to low-income adults who are 65 or older, blind or likely to meet Supplemental Security Income disability criteria. Apply at a local Community Services Office or online at www.washingtonconnection.org.

Pregnant Women Assistance provides cash grants to low-income pregnant women who do not qualify for Temporary Assistance for Needy Families. Pregnant women who are Washington residents and meet income, resource and citizenship requirements may be eligible. Apply at a local Community Services Office or online at www.washingtonconnection.org.

Refugee Cash Assistance provides cash grants to newly arrived refugees and legal immigrants who are single or childless couples and have settled in Washington. Recipients can receive cash assistance for a maximum of eight months after entry into the United States. Apply at a local Community Services Office or online at www.washingtonconnection.org.

DSHS Emergency Programs

DSHS can provide prompt emergency help in any of the following situations: eviction, no food, homelessness, pregnancy medical issues, utility shut-off, domestic violence, medical emergency, non-receipt of benefits, daycare needed due to work or circumstances that present harm to the client or others. Apply for emergency assistance at a local Community Services Office or apply online at www.washingtonconnection.org.

Frequently Asked Questions

Children's issues

How can I apply for help with child care bills?*

Child care subsidy programs help working families pay for child care at licensed or certified child care centers, family child care homes, the homes of approved relatives who provide care or your own home by an approved adult. To apply for assistance, call 877-501-2233 (or call from a local Community Services Office for free if you do not have access to a phone) or apply online at www.washingtonconnection.org.

Need help finding child care?

Find the local Child Care Resource and Referral Agency in your area by calling 800-446-1114, or visiting https://www.dcyf.wa.gov/services/earlylearning-childcare/find-child-care.

** Moving to the Department of Children, Youth, and Families on July 1, 2019.*

Miscellaneous

How can I get help to buy food?

Washington Basic Food (also known as food stamps or SNAP) helps low-income individuals and families by supplementing their income with benefits to buy groceries. Washington residents who meet income, resource, citizenship or immigrant status requirements are eligible. Apply for food assistance at the local Community Services Office or online at www.washingtonconnection.org.

How can I get help with my medical needs?

DSHS provides medical assistance to aged, blind or disabled individuals. Apply for assistance with medical expenses at a local Community Services Office or online at www.washingtonconnection.org.

How can I get mental health services in my community?

DSHS and the Health Care Authority's Apple Health program provide mental health services for Medicaid-eligible children and adults. You can apply for Medicaid at https://www.wahealthplanfinder.org/_content/Homepage.html.

DSHS funds the following services for people with serious mental illness:

- Court-ordered inpatient care in a state hospital.

To find a treatment agency in your area, or for 24-hour help in a crisis, contact the Washington Recovery Help Line at 866-789-1511 or www.warecoveryhelpline. org/.

What should I have on hand when I call a DSHS office for assistance?

When calling your local DSHS office, it is helpful to have your client identification number on hand.

If you are not a current client, we will assign you an identification number when you are approved for services.

Frequently Asked Questions

Domestic Violence

How can I report domestic violence?

If an individual is in immediate need of assistance, call 9-1-1.

How can I find services for victims of domestic violence?

Learn more about domestic violence and find out how to connect with a local program that offers free, confidential support and assistance at the Washington State Domestic Violence Information & Referral website: www.domesticviolenceinforeferral.org/.

What is DSHS' Victim/Witness Notification program?

This confidential program provides the location of offenders in DSHS' facilities to victims and witnesses of sexual assaults and violent crimes. Facilities include state psychiatric hospitals, state juvenile rehabilitation facilities and the Special Commitment Center. DSHS contacts enrollees when the individual who committed the crime is released, transferred or leaves a facility without authorization.

Employment

How can I get a job with DSHS?

Find DSHS employment opportunities at www.careers.wa.gov.

I am an individual with disabilities and want to work. How can I get assistance?

Employment-related services to people with disabilities who want to work but need assistance are available through the Division of Vocational Rehabilitation. A counselor works with individuals to develop a customized plan designed to help achieve job goals. More information is available by calling 800-637-5627 or visiting www.dshs.wa.gov/dvr .

What employment programs are available for people with developmental disabilities?

Long-term assistance in job development training and on-going supports are available for individuals who qualify for Developmental Disabilities Administration services. Contact your regional office for more information: https://www.dshs.wa.gov/dda/find-dda-office.

Individuals diagnosed with a disability

How do I get assistance for my child who has a developmental disability?

The Developmental Disabilities Administration (DDA) helps with services for people who have a developmental disability. Contact the local DDA office and ask to apply for services. To find the DDA office in your area, call (360) 725-3413 or visit https://www.dshs.wa.gov/dda/find-dda-office.

For information on services for children birth to age 3, contact the Early Support of Infants and Toddlers at (360) 725-3500 or visit https://www.dcyf.wa.gov/services/child-development-supports/esit.

How can I get services for my grandmother who is not able to take care of all her personal needs, such as cooking and cleaning?

Many services, programs and resources are available to help an adult continue to live at home. Information is available online at https://www.dshs.wa.gov/altsa/long-term-care-services-information. In-home costs of these services can be paid privately out-of-pocket or through private health insurance, Medicare or Medicaid.

Where do I look for services available for the elderly or persons with disabilities in my county?

Go to www.dshs.wa.gov/ALTSA/resources and select your county. You'll find contact information for your local Area Agency on Aging and other local organizations. You can also visit www.dshs.wa.gov/dvr/services-individuals-disabilities for information about employment services for individuals with disabilities.

How can I help my brother with disabilities to get into a licensed nursing care facility?

Visit https://www.dshs.wa.gov/altsa/residential-care-services/long-term-care-residential-options for information on choosing one of the different types of homes or facilities where a person can live and receive care services. If the person will use Medicaid, the nursing home, assisted living facility or adult family home must be licensed by DSHS and must accept Medicaid payments.

Where do I look for services when I can no longer provide care at home for my adult son/daughter with developmental disabilities?

Contact your local Developmental Disabilities Administration office and ask for an assessment of your loved one's needs. Find information online at www.dshs.wa.gov/dda.

Public records

How do I do I find information about DSHS public records?

Go to the DSHS Public Records page at https://www.dshs.wa.gov/office-of-the-secretary/how-request-public-records.

People who are deaf, hard of hearing or deaf-blind

How can I make a telephone call if I am not able to hear on the phone?

You can make a telecommunication relay call on your own, free of charge, using specialized telecommunication equipment.

For more information on relay services visit https://www.dshs.wa.gov/altsa/odhh/telecommunication.

If I do not have specialized telecommunication equipment such as CapTel, an amplified telephone or a TTY, who should I contact at DSHS?

To apply for specialized telecommunication equipment, or for more information about the Telecommunication Equipment Distribution Program visit https://www.dshs.wa.gov/altsa/odhh/telecommunication-equipment-distribution.

For more information, call the Office of the Deaf and Hard of Hearing at 800-422-7390 or (360) 339-7382 videophone or send an email to odhh@dshs.wa.gov.

What can I do if an organization will not meet my communication needs?

Contact one of seven Regional Service Centers of the Deaf and Hard of Hearing to request case management services. A case manager will work with you and the local organization to make sure services are accessible in accordance to disability laws and that you are able to communicate successfully. Regional Service Centers can be found at https://www.dshs.wa.gov/altsa/odhh/regional-service-centers-0.

How do I request an interpreter, assistive listening system or real-time captioning?

Make a request here: https://fortress.wa.gov/dshs/odhhapps/Interpreters/Contractors.aspx.

Please call the units below for questions:

Constituent Services

For general information about department programs and referral to appropriate agency contacts for complaint resolution:

Toll-free ..... (800) 737-0617
Email ..... AskDSHS@dshs.wa.gov

Community Service Division – Customer Relations

For questions regarding cash, food, child care or medical assistance programs, WorkFirst or services provided by local Community Services Offices or customer service call centers:

Toll-free ..... (800) 865-7801
Phone ..... (360) 725-4763
Email ..... csdcru@dshs.wa.gov

Division of Child Support – Community Relations

For questions regarding child support issues, it is helpful but not required to have the child support case number or Social Security number and/or names of both parents:

Toll-free ..... (800) 457-6202
Email ..... dcs-cru@dshs.wa.gov

Division of Vocational Rehabilitation – Customer Relations

For questions regarding employment, retraining or rehabilitation services for individuals with disabilities provided by local Division of Vocational Rehabilitation offices:

Toll-free ..... (800) 637-5627
Email ..... dvrcsr@dshs.wa.gov

Reporting abuse

Call this toll-free number if you suspect that a child or vulnerable adult is being abused or neglected. The operator will connect you with the right office to make your report.

Toll-free ..... (866) 363-4276; (866) EndHarm

Report Fraud

- Online: Office of Fraud and Accountability • https://wadshs.libera.com/Sys7CMSPortal-FCMS-WA/fraud/report.aspx
- Mail: DSHS Welfare Fraud • P.O. Box 45817 • Olympia, Washington 98504-5817
- Phone: **1-800-562-6906** - Welfare Fraud Hotline
- FAX: **1-360-664-0032**, Attention: HOTLINE

Office of Diversity and Inclusion

Online ..... www.dshs.wa.gov/office-of-the-secretary/office-diversity-and-inclusion
Phone ..... (360) 902-7999

Office of the Deaf and Hard of Hearing (ODHH)

For questions about services for people who are deaf, hard of hearing or deaf-blind, interpreter services, assistive listening systems, specialized telephone equipment or other services:

Toll-free ..... (800) 422-7930 (Voice or TTY)
Videophone ..... (360) 339-7382 (Videophone)
Email ..... odhh@dshs.wa.gov
Online ..... www.dshs.wa.gov/altsa/office-deaf-and-hard-hearing

Health Care Authority (HCA)

DSHS partners with the Health Care Authority regarding mental and physical health benefits. For questions about Medicaid coverage, Healthy Options, contact the Medical Assistance Customer Service Center:

Toll-free ..... (800) 562-3022
Online ..... www.hca.wa.gov

Department of Children, Youth, and Family Services

Services related to children, youth and families, such as Child Protective Services, foster care and adoption are provided by the Department of Children, Youth and Family Services. For questions regarding these services:

Toll-free ..... (360) 725-4665
Online ..... https://www.dcyf.wa.gov/

Things to Remember...

When calling your local DSHS office, it is helpful to have the following information:

- Your name
- Your date of birth
- Your client identification number

If you're not a current client, an identification number will be assigned to you when you are approved for services.

DSHS client information is confidential and is shared only with the written permission of the client or as authorized by law.

If a DSHS client wants or needs to share information from his or her DSHS case files, an Authorization to Disclose Records form is online at https://www.dshs.wa.gov/sites/default/files/forms/pdf/17-063.pdf.

For information on the Department's compliance with HIPPA rules, please see the HIPAA Notice. For more information about privacy please visit www.dshs.wa.gov/node/4060/privacy.

Navigating DSHS is online at:

www.dshs.wa.gov/sites/default/files/publications/documents/22-1199.pdf

Transforming lives

DSHS 22-1199 (Rev. 4/19)

Find Local Services, Information, and Resources

Select the county where you need services. You will find local contact information for several organizations that can help you. Who should I contact?

County

- Any -

Find

Resources for Adams County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Aging and Adult Care of Central Washington
50 Simon Street S.E.
East Wenatchee 98802
Website: https://www.aaccw.org/
Phone: 509-886-0700
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Email address:
R1APSIntake@dshs.wa.gov
Phone: 1-800-459-0421
TTY: 509-568-3699
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Phone: 509-766-2568
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

Moses Lake HCS
1620 S. Pioneer Way
Moses Lake 98837
Phone: 509-764-5657
Alt. Phone: 1-800-671-8902
TTY: 1-800-833-6388
Fax: 509-764-5656
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Erin Nelson
Aging & Adult Care of Central WA
Email address:
erin.nelson@dshs.wa.gov
Phone: 509-886-0700 x232
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Ken Sterner Asst. RLTCO
Aging & Adult Care of Central WA
Email address:
ken.sterner@dshs.wa.gov
Phone: 509-886-0700 x215
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for licensing, certification and oversight of long-term care facilities/homes in Washington state.

316 W Boone, Suite 170
Spokane, WA 99201
Phone: 509-323-7302
Fax: (509) 329-3993
See map: Google Maps, Yahoo! Maps, MapQuest

Senior Information &

Assistance

Contact your local Senior I & A any time you have a question or concern about getting help for an adult 60 or older or for anyone providing unpaid care for that adult.

Aging and Adult Care of Central Washington
50 Simon Street S.E.
East Wenatchee 98802
Website: https://www.aaccw.org/
Phone: 509-886-0700
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Asotin County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Southeast WA Aging and Long Term Care
7200 W Nob Hill Blvd
Yakima 98908
Website: https://www.altcwashington.com/
Phone: 509-965-0105
Alt. Phone: 1-877-965-2582
Fax: 509/965-0221
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult

living in his/her own home is being harmed or exploited.

Email address:
R1APSIntake@dshs.wa.gov
Phone: 1-800-459-0421
TTY: 509-568-3699
See map: Google Maps, Yahoo! Maps, MapQuest

Aging and Disability Resource Center

Aging and Disability Resource Centers offer free long-term care information, referral, and assistance for people of all ages.

Asotin office
744 Fifth Street Ste. C
Clarkston 99403
Phone: 509-758-2355
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Asotin office
744 Fifth Street Ste. C
Clarkston 99403
Website:
https://www.altcwashington.com/
Phone: 509-758-2355
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

Clarkston HCS Office
525 Fifth Street
Clarkston 99403
Website: https://www.altcwashington.com/
Phone: 509-751-4672
Alt. Phone: 1-800-310-4881
Fax: 509-758-4593
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Elizabeth Claridge, Blue Mountain Action Council
1520 Kelly Place
Walla Walla, WA 99362
Email address: elizabethc@bmacww.org
Phone: (509) 520-5162
Alt. Phone: 844-488-3595
Fax: (509) 529-4985
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for licensing, certification and oversight of long-term care facilities/homes in Washington state.

316 W Boone, Suite 170
Spokane, WA 99201
Phone: 509-323-7303
Fax: (509) 329-3993
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Benton County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Southeast WA Aging and Long Term Care
7200 W Nob Hill Blvd
Yakima 98908
Website: https://www.altcwashington.com/
Phone: 509-965-0105
Alt. Phone: 1-877-965-2582
Fax: 509-965-0221
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Email address: R1APSIntake@dshs.wa.gov
Phone: 1-800-459-0421
Fax: 509-568-3699
See map: Google Maps, Yahoo! Maps, MapQuest

Aging and Disability

Resource Center

Aging and Disability Resource Centers offer free long-term care information, referral, and assistance for people of all ages.

Benton office
3311 W. Clearwater Ave. Suite D100
Kennewick 99336
Website: https://www.altcwashington.com/
Phone: 509-735-0315
Alt. Phone: 1-866-720-2582
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Benton office
3311 W. Clearwater Ave. Suite D100
Kennewick 99336
Website: https://www.altcwashington.com/
Phone: 509-735-0315
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

Tri-Cities HCS office
500 N. Morain St. Suite 2210

Kennewick 99336
Phone: 509-374-2100
Alt. Phone: 1-800-310-4833
Fax: 509-734-7559
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Elizabeth Claridge, Blue Mountain Action Council
1520 Kelly Place
Walla Walla, WA 99362
Email address: elizabethc@bmacww.org
Phone: (509) 520-5162
Alt. Phone: 844-488-3595
Fax: (509) 529-4985
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for licensing, certification and oversight of long-term care facilities/homes in Washington state.

3611 River Road, Suite 200
Yakima, WA 98902
Phone: 509-225-2800
Fax: (509) 574-5597
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Chelan County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Aging and Adult Care of Central Washington
50 Simon Street S.E.
East Wenatchee 98802
Website: https://www.aaccw.org/
Phone: 509-886-0700
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Email address: R1APSIntake@dshs.wa.gov
Phone: 1-800-459-0421
Fax: 509-568-3699
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Aging and Adult Care of Central Washington

50 Simon Street S.E.
East Wenatchee 98802
Website: https://www.aaccw.org/
Phone: 509-886-0700
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

Wenatchee HCS
50 Simon Street S.E. Suite B
East Wenatchee 98802
Phone: 509-886-6140
Alt. Phone: 1-800-670-8874
Fax: 509-886-6221
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Erin Nelson
Aging & Adult Care of Central WA
Email address: erin.nelson@dshs.wa.gov
Phone: 509-886-0700 x232
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Ken Sterner, Asst RLTCO
Aging & Adult Care of Central WA
Email address:
ken.sterner@dshs.wa.gov
Phone: 509-886-0700 x215
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for licensing, certification and oversight of long-term care facilities/homes in Washington state.

3611 River Road, Suite 200
Yakima, WA 98902
Phone: 509-225-2825
Fax: (509) 574-5597
See map: Google Maps, Yahoo! Maps, MapQuest

Senior Information & Assistance

Contact your local Senior I & A any time you have a question or concern about getting help for an adult 60 or older or for anyone providing unpaid care for that adult.

Aging and Adult Care of Central Washington
50 Simon Street S.E.
East Wenatchee 98802
Website: https://www.aaccw.org/
Phone: 509-886-0700
Alt. Phone: 1-800-572-4459
Fax: 509-884-6943
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Clallam County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Olympic Area Agency on Aging
11700 Rhody Drive
Port Hadlock 98339
Website: https://www.o3a.org/
Phone: 1-866-720-4863
Alt. Phone: 1-866-720-4863
Fax: 360-379-5074
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Phone: 1-877-734-6277
TTY: 1-800-672-7091
Fax: 360-664-9103
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Sequim
Phone: 360-452-3221
See map: Google Maps, Yahoo! Maps, MapQuest

Forks WA
Phone: 360-374-9496
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

Port Angeles HCS
235 W 1st Street
Port Angeles 98362
Phone: 360-565-2160
Alt. Phone: 1-800-280-9891
TTY: 360-417-5651
Fax: 360-417-1416
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Caroline Wise
Email address: caroline.wise@dshs.wa.gov
Phone: 360-417-8556
Alt. Phone: 800-801-0070
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for

licensing, certification and oversight of long-term care facilities/homes in Washington state.

Point Plaza West Bldg., 1st Floor
6639 Capital Blvd. SW
Tumwater, WA 98501
Phone: 360-664-8420
Fax: (360) 664-8451
See map: Google Maps, Yahoo! Maps, MapQuest

Senior Information & Assistance

Contact your local Senior I & A any time you have a question or concern about getting help for an adult 60 or older or for anyone providing unpaid care for that adult.

411 West Washington Street
Sequim 98382
Website: https://www.o3a.org/
Phone: 360-452-3221
Alt. Phone: 800-801-0070
See map: Google Maps, Yahoo! Maps, MapQuest

481 5th Ave
Forks, WA 98331
Phone: 360-374-9496
Alt. Phone: 888-571-6559
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Clark County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Area Agency on Aging and Disabilities of Southwest Washington
201 NE 73rd Street Suite 201
Vancouver 98665
Website: http://www.helpingelders.org
Phone: 360-735-5720
Alt. Phone: 1-888-637-6060
Fax: 360-696-4905
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Phone: 1-877-734-6277
TTY: 1-800-672-7091
Fax: 360-664-9103
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Phone: 360-694-8144
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your

community

Vancouver HCS
800 NE 136th Ave, Suite 220
Vancouver 98684
Phone: 360-397-9500
Alt. Phone: 1-800-280-0586
TTY: 360-750-4079
Fax: 360-992-7949
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Area Agency on Aging and Disabilities of SW WA
Email address: Degernd@dshs.wa.gov
Phone: 360-992-4076
Alt. Phone: 360-992-4076
Fax: 360-696-4905
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for licensing, certification and oversight of long-term care facilities/homes in Washington state.

800 NE 136th Avenue, Suite 220
Vancouver, WA 98684
Phone: 360-397-9549
Fax: (360) 992-7969
See map: Google Maps, Yahoo!

Maps, MapQuest

Senior Information & Assistance

Contact your local Senior I & A any time you have a question or concern about getting help for an adult 60 or older or for anyone providing unpaid care for that adult.

Area Agency on Aging and Disabilities of Southwest Washington
201 NE 73rd Street Suite 201
Vancouver 98665
Website: http://www.helpingelders.org
Phone: 360-735-5720
Alt. Phone: 1-888-637-6060
Fax: 360-696-4905
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Columbia County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Southeast WA Aging and Long Term Care
7200 W Nob Hill Blvd
Yakima
Website: https://www.altcwashington.com/
Phone: 509-965-0105
Alt. Phone: 1-877-965-2582
Fax: 509/965-0221
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Phone: 1-800-459-0421
TTY: 1-800-973-5456
Fax: 509-527-4136
See map: Google Maps, Yahoo! Maps, MapQuest

Aging and Disability Resource Center

Aging and Disability Resource Centers offer free long-term care information, referral, and assistance for people of all ages.

Columbia office
410 East Main
Dayton 99328
Website: https://www.altcwashington.com/
Phone: 509-382-4787
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Columbia office
410 East Main
Dayton 99328
Website: https://www.altcwashington.com/
Phone: 509-382-4787
See map: Google Maps, Yahoo!

Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

Walla Walla office
206 West Poplar
Walla Walla 99362
Phone: 509-524-4960
Alt. Phone: 1-800-310-5678
Fax: 509-527-4142
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Elizabeth Claridge, Blue Mountain Action Council
1520 Kelly Place
Walla Walla, WA 99362
Email address: elizabethc@bmacww.org
Phone: (509) 520-5162
Alt. Phone: 844-488-3595
Fax: (509) 529-4985
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for

licensing, certification and oversight of long-term care facilities/homes in Washington state.

316 W Boone, Suite 170
Spokane, WA 99201
Phone: 509-323-7303
Fax: (509) 329-3993
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Colville Indian Reservation County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Confederated Tribes of Colville Reservation
PO Box 150
Nespelem, WA 99155
Email address: Larry.Robinette@colvilletribes.com
Phone: 509-634-2759
Alt. Phone: 1-888-881-7684
Fax: 509-634-2793 or 4116
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

DSHS Region 1 AAA Specialist
WA
Email address:

caroline.wood@dshs.wa.gov
Phone: 360-725-3466
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Colville Reservation County

Area Agency on Aging

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

Phone: 509-634-2758
See map: Google Maps, Yahoo! Maps, MapQuest

Resources for Cowlitz County

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Area Agency on Aging Disabilities of Southwest WA
1338 Commerce Avenue Suite 309
Longview 98632
Website: http://www.helpingelders.org/
Phone: 360-577-4929
Alt. Phone: 1-888-637-6060
Fax: 360-577-5905
See map: Google Maps, Yahoo! Maps, MapQuest

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Phone: 1-877-734-6277
TTY: 1-800-672-7091
Fax: 360-664-9103
See map: Google Maps, Yahoo! Maps, MapQuest

Family Caregiver Support Program

The Family Caregiver Support Program provides help and resources for those who provide unpaid care to a senior adult or and adult with a disability.

1338 Commerce Avenue Suite 309
Longview , WA 98632
Website:
http://www.helpingelders.org/
Phone: 360-577-4929
Alt. Phone: 1-800-682-2406
Fax: 360-577-5905
See map: Google Maps, Yahoo! Maps, MapQuest

Home & Community Services

Your local HCS staff are experts in the long-term services and supports available for adults in your community

Kelso HCS
711 Vine St
Kelso 98626
Phone: 360-501-2540
Alt. Phone: 1-800-605-7322

TTY: 360-577-7591
Fax: 360-578-4106
See map: Google Maps, Yahoo! Maps, MapQuest

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Neil D. Degerstedt
Area Agency on Aging & Disabilities of SW WA
Email address: Degernd@dshs.wa.gov
Phone: 360-992-4076
Alt. Phone: 360-992-4076
Fax: 360-696-4905
See map: Google Maps, Yahoo! Maps, MapQuest

Residential Care Services

RCS has responsibility for licensing, certification and oversight of long-term care facilities/homes in Washington state.

800 NE 136th Avenue, Suite 220
Vancouver, WA 98684
Phone: 360-397-9549
Fax: (360) 992-7969
See map: Google Maps, Yahoo! Maps, MapQuest

Senior Information & Assistance

Contact your local Senior I & A any

time you have a question or concern about getting help for an adult 60 or older or for anyone providing unpaid care for that adult.

305 S Pacific Avenue Suite B
Kelso 98626
Website:
http://www.helpingelders.org
Phone: 360-577-4929
Alt. Phone: 1-800-682-2406
Fax: 360-577-5905
See map: Google Maps, Yahoo! Maps, MapQuest

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