

Frequently asked questions

How do I make a referral to your team?

You can use our convenient Microsoft Referral Form on our web-page or send an email or voicemail with the following:

- The resident's name and date of birth.
- Facility name and contact person, with email/ phone number.
- A brief description of the behavioral challenge.
- If you are referring on behalf of a facility, we need indication that you've spoken to them about making a referral and that they've agreed to take a call from us.

Do you provide mental health counseling to residents?

No, this is outside of our team's scope. We work with facilities – not residents. However, if mental health services are needed, we are happy to help you find local resources to meet that need.

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

Nope! If the facility is a Nursing Home, Assisted Living Facility, Adult Family Home or Supported Living Home licensed or certified by RCS, it's a referral we can take!

Is the info you provide 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 the information we provide aligns with the regulations. This includes working with RCS policy staff and other subject matter experts as needed.



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



RCSBHST@dshs.wa.gov
(general inquiries)



ALTSABHSTTRAINING@dshs.wa.gov
(training inquiries)



360-725-3445



Website
Scan the QR code to access



Residential Care Services
P.O. Box 45600
Olympia, WA 98504-5600

What providers are saying:

“[The consultant] listened to my concerns and enlightened me with great ideas.”

“I felt heard regarding the issues we are facing with the resident.”

“I know that support is always there and available only a phone call away.”

Department of Social and Health Services
AGING AND LONG-TERM SUPPORT ADMINISTRATION
Residential Care Services

BEHAVIORAL HEALTH SUPPORT TEAM



A Service for Long-Term Care Providers



DSHS 22-1940 (Rev. 11/24)

About the BHST

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 primary goal of the RCS BHST is long-term success for people with behavioral challenges living in long-term and community-based settings. To accomplish this, the BHST offers clinical and regulatory expertise to facility staff to help them provide high-quality, person-centered care while remaining in compliance with regulations.

Our voluntary, no-cost services are available statewide. Though we are part of RCS, we are not complaint investigators, surveyors or licensors.



Our services

Consultation

Resident-specific consultation that blends behavioral health and regulatory expertise to give providers new ways to care for a challenging resident.



Preliminary Technical Assistance

A type of consultation intended to help providers increase their understanding of regulations and interventions as they prepare to admit an individual who has a known history of challenging behaviors.

Training

The BHST training specialist has a unique blend of behavioral health and regulatory expertise. In each 1-2 hour training, you will learn techniques and strategies to respond effectively to a variety of challenging behaviors while remaining in compliance with WACs.



Connection Café

An informal question-and-answer session with a consultant that is not focused on a specific resident. Ask us anything about behavioral challenges, care planning, WACs, and whatever else comes to mind!

Staffing

Have a specific question or situation you're struggling with? We are here to help! Among other things, in staffing's we can contemplate regulations, provide resources, offer suggestions, or help point you in the right direction to support your concerns.



Meet the team

Our trainers and consultants include licensed social workers, licensed mental health counselors and more – with experience working at Western State Hospital, the Special Commitment Center on McNeil Island, community mental health agencies, Home and Community Services, local courts and behavioral health crisis units.

Consultants



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Trainer



Krystle Malo