



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Home and Community Living Administration
PO Box 45600, Olympia, Washington 98504-5600

June 26, 2025

AFH #2025-028
ALF #2025-026
NH #2025-026
CCRSS #2025-014
UPDATES TO THE BEHAVIORAL HEALTH SUPPORT TEAM SUPPORTS

Dear Administrator/ Provider:

The Behavioral Health Support Team (BHST) has made changes to the support offered. Behavioral Health Quality Improvement Consultants (BQICs) are shifting from providing resident specific consultations and reviewing facility practice to a teaching model where we are focused on topics related to behavioral health, mental health, care and/or regulatory requirements.

We are excited to announce two new services for the LTC provider community:

- **Provider Support Meetings:** In this meeting with facilities/ agencies/ homes, the BQICs will focus on the LTC providers' area of interest related to behavioral health, care and or regulatory topics. Commonly requested topics can be found [here](#). Our support will provide a unique blend of behavioral health and regulatory expertise to give providers a new way to understand and approach care.
- **Open Office Hours:** Each month the BHST hosts an open office hour for each facility type, including Adult Family Homes, Assisted Living Facilities, Nursing Homes and Certified Community Residential Services and Supports. This is an opportunity to attend an online, informal meeting to ask questions and cover staff selected topics. All topics will be chosen based on survey responses from LTC providers who have participated in open-office hours surveys. To register, providers can access the training calendar [here](#).

Please note, the BHST training remains unchanged in this process:

- **BHST Training:** Each BHST training offers a unique blend of behavioral health and regulatory expertise. We continue to provide techniques and strategies to respond effectively to a variety of challenging behaviors while remaining in compliance with state and federal minimum licensing requirements. Training calendars can be found [here](#).

The BHST remains committed to supporting Long-Term and Community Based settings by providing clinical and regulatory expertise. We look forward to supporting you with these new services.

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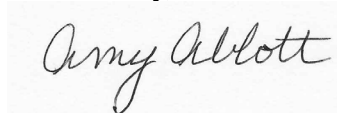
Related Attachments:

The following forms have been updated/ added to reflect changes and provide information:

- [BHST Brochure](#)
- [BHST Provider Support- What to Expect](#)
- [BHST Provider Support Topic List](#)
- [BHST Open Office Hours Flyers](#)

If you have any questions, please contact the Behavioral Health Support Team at
RCSBHST@dshs.wa.gov.

Sincerely,

A handwritten signature in black ink that reads "Amy Abbott". The signature is written in a cursive, flowing style.

Amy Abbott, Director
Residential Care Services

DSHS: *"Partnering with People"*