

# Navigating DSHS

*How can we help?*

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

- Office of the Secretary
- Aging and Long-Term Support Administration
- Behavioral Health Administration
- Developmental Disabilities Administration
- Economic Services Administration
- Facilities, Finance and Analytics 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**

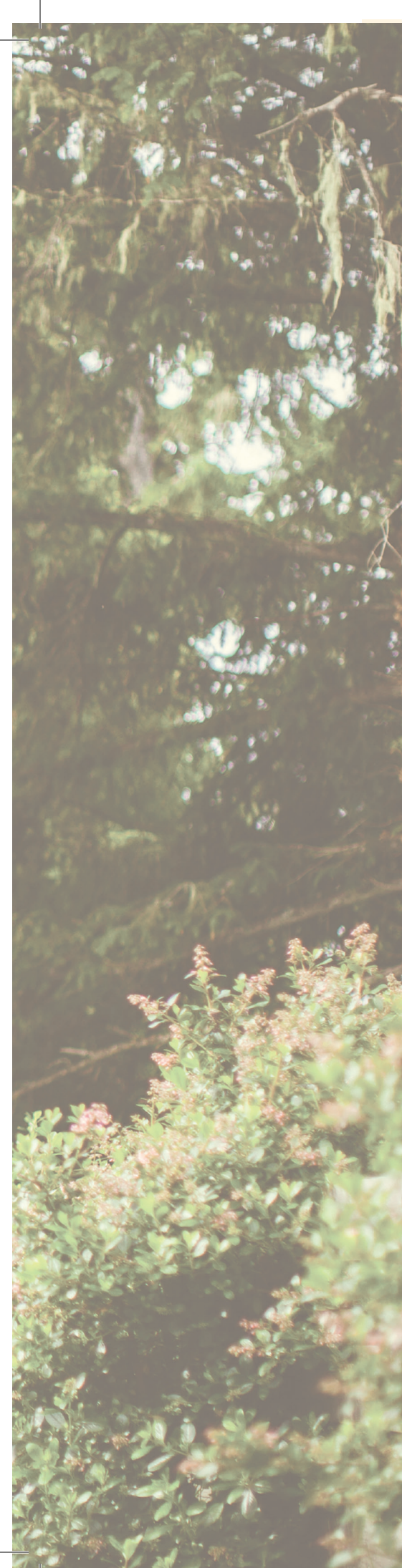
**Honesty and Integrity** – leadership and service require a clear moral compass.

**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:

### **Office of the Secretary**

- Set overall mission, vision, values and priorities for the department.
- Engage with the public, legislators, constituents, the media, staff and tribes.
- Provide human resources services to DSHS staff
- Provide technology services and planning
- Promote equity, diversity and inclusion across the agency
- Promote safety, transparency and accountability across the agency

### **Aging and Long-Term Support Administration (AL TSA)**

- 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.

### **Facilities, Finance and Analytics Administration (FFA)**

- Manage state appropriations for operating and capital budgets.
- Manage and maintain DSHS leased and owned facilities statewide.
- Administer the background check program for social service providers.
- Prevent and detect fraud and abuse.

### **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.

# 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 <https://www.washingtonconnection.org/home/>.

### 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 <https://www.washingtonconnection.org/home/>.

**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 <https://www.washingtonconnection.org/home/>.

**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 <https://www.washingtonconnection.org/home/>.

**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 <https://www.washingtonconnection.org/home/>.

### 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, day care 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 <https://www.washingtonconnection.org/home/>.



# 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 (844) 626-8687 or apply online at <https://www.washingtonconnection.org/home/>.

### Need help finding child care?

Find the local Child Care Resource and Referral Agency in your area by calling (800) 446-1114.

### 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 <https://www.washingtonconnection.org/home/>.



## Miscellaneous

### 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 <https://www.washingtonconnection.org/home/>.

### 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/](http://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 and Referral website: [www.domesticviolenceinreferral.org/](http://www.domesticviolenceinreferral.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 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](http://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 <https://www.dshs.wa.gov/dvr>.

### What employment programs are available for people with developmental disabilities?

Long-term assistance in job development training and ongoing 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.





# Frequently Asked Questions

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

Go to [www.dshs.wa.gov/AL TSA/resources](http://www.dshs.wa.gov/AL TSA/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 <https://www.dshs.wa.gov/dda/employment-and-day-programs> 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](http://www.dshs.wa.gov/dda).

## Public records

### How 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](mailto: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/node/10173>.

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

Make a request here: <https://fortress.wa.gov/dshs/odhhapps/Interpreters/Request.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 Services Division – Customer Relations

For questions regarding cash, food 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

## Report Abuse or Neglect

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: (800) 562-6906 - Welfare Fraud Hotline
- FAX: (360) 664-0032, Attention: HOTLINE

## Office of Diversity and Inclusion

Online.....<https://www.dshs.wa.gov/office-of-the-secretary/office-equity-diversity-access-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](http://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](http://www.hca.wa.gov)

## Department of Children, Youth and Families

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 Families. For questions regarding these services:

Phone.....(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 HIPAA rules, please see the HIPAA Notice. For more information about privacy please visit [www.dshs.wa.gov/node/339](http://www.dshs.wa.gov/node/339).

**Navigating DSHS is online at:**

**[www.dshs.wa.gov/sites/default/files/publications/documents/22-1199.pdf](http://www.dshs.wa.gov/sites/default/files/publications/documents/22-1199.pdf)**



*Washington State*  
Department of Social  
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DSHS 22-1199 (Rev. 8/19)



MENU

OFFICE  
LOCATORREPORT  
ABUSE

## Aging and Long-Term Support Administration

[About ALTSA](#) | [Frequently Asked Questions](#) | [Find Local Services, Information and Resources](#)

[Home](#) > [Find Local Services, Information, and Resources](#)



## ALTSA

Long-Term Care  
Services & Information

[Find Local Services,  
Information, and  
Resources](#)

- ▶ Long-Term Care  
Housing Options
- ▶ In-Home Care for  
Adults
- Kinship Care
- ▶ Caregiver Resources
- Adult Abuse and  
Prevention

[Long-Term Care  
Professionals &  
Providers](#)

[Office of the Deaf and  
Hard of Hearing](#)

[Stakeholders](#)

[Tribal Affairs](#)

[Contact Information](#)

[About ALTSA](#)

[Report Adult Abuse](#)

[Register to Vote](#)

## 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 -

## 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:

[R1APSIIntake@dshs.wa.gov](mailto:R1APSIIntake@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](mailto: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](mailto: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](mailto: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.altc.washington.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.altc.washington.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](mailto: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.altc.washington.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:  
[R1APSIIntake@dshs.wa.gov](mailto:R1APSIIntake@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.altc.washington.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.altc.washington.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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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.altc.washington.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.altc.washington.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](mailto: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](mailto: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](mailto: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](mailto: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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