

DIRECTORY

of

RESOURCES*

*Information contained in this directory is subject to change. As of the date of this printing, the phone numbers and websites are accurate.

Topical Directory

-A-

Abuse and Neglect

Adult Protective Services (see Directory of Government Agencies—State and Local)

Complaint Resolution Unit (see Directory of Government Agencies—State and Local)

EndHarm

To report abuse or neglect of a vulnerable adult or a child in Washington State, call the DSHS toll-free EndHarm hotline anytime day or night.

ENDHARM is TTY accessible. When you call, you will speak with a real person, who will connect you to the direct local number to make your report:

 **1-866-363-4276**



Long Term Care Ombudsman

Volunteer Long-Term Care Ombudsmen respond to complaints about Adult Family Homes, Boarding Homes and Nursing Homes.

 **1-800-562-6028**

Adult Day Services

Washington Adult Day Services Association

The Washington Adult Day Services Association is a coalition of adult day care and adult day health providers throughout the state of Washington. Call to find out the number of your local Adult Day Services providers.

 **1-888-609-2372**

 **www.adulday.org**

Alzheimer's Disease

Alzheimer's Association

Provides reliable information, care consultation and supportive services for dementia caregivers through state and local chapters. The website also includes an interactive tool, CareFinder, which helps families to recognize quality dementia care; plan and pay for care; communicate with care providers; and find local support and resources.

☎ **1-800-272-3900** (24 hours 7 days a week)

🌐 **www.alz.org**

Alzheimer's Disease Education and Referral (ADEAR) Center

Information and resources for health professionals, people with Alzheimer's disease and their families, and the public.

☎ **1-800-438-4380** (8:30 a.m. to 5:00 p.m. Eastern Time, Monday - Friday)

🌐 **www.alzheimers.org/index.html**

Alzheimer's Resource Room

The Alzheimer's Resource Room is an online resource for families, caregivers, and professionals.

🌐 **www.answersforfamilies.org**

Arthritis

Arthritis Foundation

With 46 local offices around the country, the Arthritis Foundation offers many resources for a variety of services. Call for local Arthritis Foundation offices and resources.

☎ **1-800-283-7800**

🌐 **www.arthritis.org**

Cancer

CancerCare

CancerCare is a national nonprofit organization that provides free, professional support services for anyone affected by cancer.

☎ **1-800-813-HOPE (4673)**

🌐 **www.cancer.org**

Caregiver Support

Children of Aging Parents

A nonprofit membership organization that provides information and referral services for a variety of professionals, information about support groups, and educational outreach services.

📧 www.caps4caregivers.org

Caring From a Distance

Caring From a Distance is a nonprofit organization created by men and women dealing with long distance care.

📧 www.cfad.org

Family Care Navigator

State-by-State Help for Family Caregivers.

📧 www.caregiver.org

-D-

Dental Care

The Washington State Dental Association (WSDA) Outreach is a discount dental care program for people with disabilities, seniors, elderly, and Alzheimer's patients who are on limited incomes and have no dental insurance or Medicaid dental coupons. Patients who qualify get a 25 % discount from participating Washington State Dental Association dentists.

Seniors and people with Alzheimer's disease: Please call your local Area Agencies on Aging office.

Adults with Disabilities: Please call the Washington Oral Health Foundation:

☎ **1-800-448-3368; 1-206-448-1914**

Diabetes

The American Diabetes Association

The American Diabetes Association funds research and provides information and other services to people with diabetes, their families, health professionals and the public.

📧 www.diabetes.org

Defeat Diabetes Foundation

The Defeat Diabetes Foundation is a non-profit organization that provides information to people with diabetes, pre-diabetes and the public.

📧 www.DefeatDiabetes.org

Disability—Traumatic Brain Injury

Brain Injury Association of Washington

The Brain Injury Association of Washington provides support to survivors of brain injury and their families, education to those who are being affected by brain injury, including the general public, and advocacy.

☎ **Helpline: 1-866-982-4292**

TBI Washington Information and Referral Line:

☎ **1-877-TBI-1766 (1-877-824-1766)** In case of technical difficulties,

☎ call: **425-778-3707**

📧 www.tbiwashington.org

📧 www.biawa.org

Defense and Veterans Brain Injury Center (DVBIC)

The Defense and Veterans Brain Injury Center (DVBIC) serves active duty military, their dependents and veterans with traumatic brain injury (TBI) through state-of-the-art medical care, innovative clinical research initiatives and educational programs.

📧 www.dvbic.org

☎ **1-800-870-9244**

☎ **1-202-556-6809**

Disability Rights Washington (see Topical Directory—Legal)

Disability—Developmental

The Arc of Washington State

The Arc of Washington State is a non-profit organization that provides information and systems advocacy on behalf of children and adults with developmental disabilities.

☎ **1-888-754-8798**; 📧 www.arcwa.org

Local Arc Chapters

- ☎ The Arc of Clark County**
360-254-1562 (Ext. 17); 🌐 www.arcofclarkcounty.org
- ☎ The Arc of Cowlitz Valley**
360-425-5494; 🌐 www.cowlitzarc.org
- ☎ The Arc of Grays Harbor**
360- 537-7000; 🌐 www.arcgh.org
- ☎ The Arc of King County**
206-364-6337; 🌐 www.arcofkingcounty.org
- ☎ The Arc of Kitsap/Jefferson County**
360-377-3473; 🌐 www.arckj.org
- ☎ The Arc of Snohomish County**
425-258-2459; 🌐 www.arcsno.org
- ☎ The Arc of Spokane**
509-328-6326; 🌐 www.arc-spokane.org
- ☎ The Arc of Tri-Cities**
509-946-5157; 🌐 www.arcoftricity.com
- ☎ The Arc of Whatcom County (*serving Skagit and Island Counties*)**
360-715-0170; 🌐 www.arcwhatcom.org
- ☎ The Arc of Yakima County**
509-453-4756 ext.228

Autism Society of Washington

The Autism Society of Washington provides information, local resources and support to families affected by autism.

☎ **1-888-ASW 4 YOU (888-279-4968)**

☎ **1-360-786-1101**

🌐 **www.autismsocietyofwa.org**

Developmental Disabilities Council (see Directory of Government Agencies—State and Local)

Disability Rights Washington (see Topical Directory—Legal)

Division of Developmental Disabilities (see Directory of Government Agencies—State and Local)

Informing Families, Building Trust

Informing Families, Building Trust (IFBT) is a partnership between the Washington State Developmental Disabilities Council, the Division of Developmental Disabilities and other key organizations. IFBT shares current news and information about the DD delivery service system.

📧 www.informingfamilies.org

Disability—Mental Health

Disability Rights Washington (see Legal)

Mental Health Clubhouses

A Clubhouse is a community intentionally organized to support individuals living with the effects of mental illness. Through participation in a Clubhouse people are given the opportunities to rejoin the worlds of friendships, family, important work, employment, education, and to access the services and supports they may individually need. For the number of the Clubhouse in your area, contact your local Regional Support Network, or visit:

📧 www.dshs.wa.gov/Mentalhealth/clubhouses.shtml

National Alliance on Mental Illness (NAMI)

NAMI maintains a helpline for information on mental illnesses and referrals to local groups. Local self-help groups have support and advocacy components and offer education and information about community services for families and individuals.

☎ **1-800-782-9264**

📧 www.nami.org

National Suicide Prevention Lifeline is a 24-hour, toll-free suicide prevention service available to anyone in suicidal crisis. You will be routed to the closest possible crisis center in your area.

☎ **1-800-273-TALK (8255)**

Regional Support Networks (see Directory of Government Agencies—State & Local)

Disability--Physical

Disability Rights Washington (see Legal)

Independent Living Centers

Independent Living Centers are part of a network of non-profit, non-residential, community-based centers, run and controlled by persons with disabilities that offer: Information and Referral; Peer counseling; Care Management; Independent living skills training; Individual and systems change advocacy; Benefits counseling; Employment readiness training; Housing referrals; and Assistive technology services.

- ☎ **Alliance of People with disabilities: TTY: 206-632-3456;**
Outside King Co.: **1-866-545-7055**
- ☎ **Alliance of People with disAbilities: East King County Office**
425-558-0993; TTY: 425-861-9588; Outside King Co.: 1-800-216-3335
- ☎ **Center for Independence (CFI):** Pierce, Thurston, S. Kitsap, Grays Harbor, Mason, and S. King Counties:
253-582-1253; TTY: 253-584-4374
- ☎ **Central Washington Disability Resources (CWDR):** Kittitas, Grant, Yakima, Chelan, and Douglas Counties
509-962-9620; TTY: 1-800-240-5978
- ☎ **Coalition of Responsible Disabled (CORD):** Spokane, Adams, Asotin, Benton, Columbia, Ferry, Franklin, Garfield, Grant, Lincoln, Okanogan (SE), Pend Oreille, Stevens, Walla Walla, and Whitman Counties
1-877-606-2680; TTY: 509-326-6355
- ☎ **disability Resources of Southwest Washington (dARSW):** Clark, Cowlitz, Skamania, and Wahkiakum Counties
360-694-6790; Fax/TTY: 800-735-2900

Tacoma Area Coalition of Individuals with Disabilities (TACID)

TACID is a non-profit organization representing people who are deaf, blind, those who have Multiple Sclerosis, and cross-disabilities groups concerned with access issues.

☎ **(253) 565-9000 ext. 12**

🌐 **www.tacid.org**

Washington State Talking Books & Braille Library

Those eligible for this service are children and adults who are residents of Washington state and who are legally blind, deaf-blind, visually impaired (cannot easily read conventional size print), have a physical disability (cannot comfortably hold books or turn pages), or have learning disability due to organic dysfunction.

 **1-800-542-0866**

-E-

Eye Care

Seniors EyeCare Program

Formerly known as National Eye Care Project, the Seniors EyeCare Program ensures that every senior has access to medical eye care and promotes annual, dilated eye exams.

 **1-800-222-3937**

Services for the Blind

The Washington State Department of Services for the Blind (DSB) is a state rehabilitation agency that offers assistance to persons who are blind or visually impaired.

 **1-800-552-7103**

 **www.dsb.wa.gov**

SightLife

Operated by the Northwest Lions Foundation for Sight & Hearing, SightLife provides sight-restoring cornea implants and is one of the leading eye banks in the nation.

 **1-800-847-5786**

 **www.sightlife.org**

-G-

Government Agencies (see Directory of Government Agencies—Federal, State and Local)

-H-**Health Care**

Medicaid (see Directory of Government Agencies—State and Local)

Medicare (see Directory of Government Agencies—Federal)

Statewide Health Insurance Advisors--SHIBA (see Directory of Government Agencies—State and Local)

Transportation for Persons Receiving Medicaid (see Transportation)

TRICARE

TRICARE is a health care program for active-duty service members, retirees, and their families. The uniformed services determine who is eligible for TRICARE coverage.

☎ **1-866-773-0404**

🌐 **www.tricare4u.com**

Housing**Home Energy & Weatherization Assistance**

A statewide network of 27 local community-based nonprofit organizations, known as Community Action Programs (or Councils) provide energy and weatherization services through a grant program.

☎ **360-725-2905**

🌐 **www.liheapwa.org**

Public Housing Agency

Public Housing Agencies administer affordable housing programs for low-income people—including seniors and persons with disabilities. To find the housing agency nearest you, call the US Department of Housing and Urban Development Information and Resource Center.

☎ **1-800-955-2232**

Washington Information Network (WIN 2-1-1)

A directory of health and human service program resources for food banks, emergency shelters, transportation, rent, in-home care services and more.

☎ **211**

🌐 **www.liheapwa.org**

-I-

In-Home Support

Home Care Association of Washington online directory helps consumers find and choose providers of home care and hospice services. The database consists of home care and hospice agencies that are HCAW members.

 **1-425-775-8120**

 **www.hcaw.org**

Home Care Referral Registry

If you receive Medicaid Personal Care, contact the Home Care Referral Registry in your area. The Home Care Referral Registry can match your in-home care needs with pre-qualified, pre-screened individual providers who are ready to work.

 **1-800-970-5456**

 **www.hcrr.wa.gov**

National Association of Home Care Agencies

The National Association of Home Care Agencies provides a database of home care and hospice agencies.

 **202-547-7424**

 **www.nahc.org**

Washington State Home Care Coalition

The Washington State Home Care Coalition is a membership association which was formed in 1979 as the “Chore Coalition” to provide guidance and advocacy for home care agencies statewide.

 **360-896-9695**

 **503-221-7441**

 **www.cdmservices.net**

Washington State Hospice and Palliative Care Organization (WSHPCO)

WSHPCO is a non-profit organization of hospice and palliative care providers. For a listing of providers, visit the website and click on the Find a Provider button.

 **1-866-661-3739**

 **253-661-3739**

 **www.wshpco.org**

-L-

Legal

Coordinated Legal Education, Advice and Referral System (CLEAR, CLEAR*Sr)

CLEAR provides free legal assistance to low-income people with civil legal problems (Note: assistance is provided to seniors age 60 and older regardless of income or resources). Interpreter services are available.

☎ Inside King County: 206-464-1519; Outside King County: 1-888-201-1014

CLEAR*Sr (for people over 60)

☎ 1-888-387-7111; 1-888-201-9737 (TTY)

🌐 www.nwjustice.org

Disability Rights Washington

Disability Rights Washington is a nonprofit organization providing legal advocacy services to Washington residents with disabilities. Services include: Information and referral; Legal representation; Abuse or neglect investigation. Serves all people with disabilities.

☎ 1-800-562-2702

☎ 1-800-905-0209

Interpreters available in over 200 languages via AT&T Language Line.

🌐 www.disabilityrightswa.org

Dispute Resolution Centers Elder Mediation Program

The Elder Mediation Program within Dispute Resolution Centers assists elders, their families and caregivers with resolving conflict that may arise around issues of autonomy, housing, health care or end-of-life decisions. Trained mediators will meet with families throughout the region. Sliding fee. No one is turned away due to lack of funds.

🌐 www.resolutionwa.org

Living Will Registry

The Washington State Department of Health offers a free online registry that lets Washington State residents have their end-of-life preferences available online to authorized health care providers.

🌐 www.doh.wa.gov/livingwill

National Academy of Elder Law Attorneys (NAELA)

Provides an online directory of its members to locate attorneys that deal with legal issues affecting elderly and disabled adults.

 www.naela.com

Washington LawHelp

Washington LawHelp is an online self-help resource for a variety of legal issues such as elder law, housing, immigration, health and government benefits, etc.

 www.washingtonlawhelp.org

Washington Bar Association

For information about wills, visit:

 www.wsba.org

-M-**Meals & Food Assistance**

Home Delivered Meals are offered to seniors and persons with disabilities who are unable to leave their homes.

 Contact your local Area Agency on Aging to find the organization or agency contracted to provide meal delivery services.

Group Meals. Also known as congregate meals, group meals are offered at various community locations, such as a senior center, tribal center or community center.

 Contact your local Area Agency on Aging for a list of on-site meal programs near you. (See Government—State & Local)

Washington Basic Food Program

Once known as “food stamps,” the Washington Basic Food Program issues Benefits Transfer Cards, also called “Quest Cards.” Contact the Aging and Disability Services Administration Helpline for the Community Services Office (CSO) nearest you:

 **1-877-501-2233**

Or apply Online:

 www.DSHS.wa.gov, go to: “help with food”.

Food Banks

Hundreds of food banks exist throughout the state. No one is turned away.

To find a food bank near you, contact Northwest Harvest:

☎ **1-800-722-6924**

🌐 **www.northwestharvest.org**

🌐 **www.resourcehouse.info/Win211**

For a statewide map of food banks, visit:

🌐 **www.cted.wa.gov/maps**

Senior Farmer’s Market Nutrition Coordinators

The Senior Farmer’s Market Nutrition Program is administered by DSHS Aging and Disability Services Administration in partnership with the Washington State Department of Health, Area Agencies on Aging, Washington State Farmers Market Association, Washington Association of Senior Nutrition Programs, Department of Agriculture.

☎ **Adams, Chelan, Douglas, Grant, Lincoln, Okanogan**

509-886-0700 or 1-800-572-4459

☎ **Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Yakima, Walla Walla**

509-965-0105 or 1-877-965-2582

☎ **Clallam, Jefferson, Grays Harbor, Pacific**

360-379-5064 or 1-866-720-4863

☎ **Clark, Cowlitz, Klickitat, Skamania, Wahkiakum**

360-694-8144 or 1-888-637-6060

☎ **Colville Confederated Tribes**

509-634-2759

☎ **King**

206-448-3110 or 1-888-435-3377

☎ **Kitsap**

360-337-7068 or 1-800-562-6418

☎ **Lewis, Mason, Thurston**

360-664-3162 ext. 146 or 1-888-545-0910

☎ **Pierce**

253-798-7376 or 1-800-642-5769

☎ **Snohomish**

425-388-7218

☎ Spokane, Whitman, Ferry, Pend Oreille, Stevens

509-458-2509

☎ Whatcom, Skagit, San Juan, Island

360-676-6749 or 1-800-585-6749

☎ Yakima Indian Nation:

509-865-7164

-N-**Nursing Homes**

(See Residential Care)

-P-**Prescription Drugs****Consumer Reports Best Buy Drugs**

Best Buy Drugs is a public education project that offers free guidance for consumers on prescription medicines. It will help you talk to your doctor about prescription drugs, and find the most effective and safe drugs that also give you the best value for your health care dollar.

 www.consumerreports.org/health/best-buy-drugs/index.htm

Washington Prescription Drug Program

WPDP is a new prescription drug discount program open to all Washington State residents who do not have prescription drug insurance coverage, or whose insurance does not cover all their prescription drug needs.

 **206-521-2027 or 1-800-442-2183**

 www.rx.wa.gov

Statewide Health Insurance Benefits Advisors—SHIBA (see Directory of Government Agencies—State & Local)

-R-**Residential Care**

Residential Care facilities (Adult Family Homes, Boarding Homes, Nursing Homes) provide varying levels of care for seniors and individuals with disabilities. For a list of facilities near you, contact Home and Community Services (see Government—State & Local) if you receive Medicaid.

Senior Housing Locator (powered by SNAP for Seniors)

Find adult family homes, assisted living, nursing & rehabilitation homes, Continuing Care Retirement Communities (CCRC's) and independent living retirement communities.

📄 www.seniorhousinglocator.org

Compare Nursing Homes in Washington State

Concerned about a nursing home's performance? The U.S. Dept of Health and Human Services offers great online information about the past performance of every Medicare and Medicaid certified nursing home in the country. Visit: www.medicare.gov and click on "Compare Home Health Agencies in Your Area."

-S-**Safety****Personal Emergency Response Systems**

Home medical alert systems, sometimes called Personal Emergency Response Systems are very helpful for adults who have frequent falls and/or fear of falls; limited mobility; medication concerns; or medical conditions. Below are examples of businesses that sell medical alert systems. Installation and monitoring fees may apply (unless you are receiving the service through a publicly funded source such as COPES).

📞 ADT Companion Service: **1-800-209-7599**; 📄 www.adt.com

📞 Lifeline: **1-800-380-3111**; 📄 www.lifelinesys.com

☎ Link-to-Life: 1-888-337-5433; 🌐 www.link-to-life.com

Seniors

American Association of Retired Persons (AARP)

AARP is a nonprofit membership organization of persons 50 and older dedicated to addressing their needs and interests. Learn more about this organization.

☎ **1-888-OUR-AARP (1-888-687-2277)**

🌐 www.aarp.org

Area Agency on Aging (see Directory of Government Agencies—State & Local)

Eldercare Locator

Eldercare Locator is a free service of the Administration on Aging. Call from anywhere in the county to connect with state and local agencies, or go online and search from your computer.

☎ **1-800-677-1116**

🌐 www.eldercare.gov

National Council on Aging

The National Council on Aging (NCOA) is a nonprofit organization that helps older people remain healthy and independent, find jobs, increase access to benefits programs, and discover meaningful ways to continue contributing to society. NCOA provides BenefitsCheckUp, a free online tool for figuring out what benefits you may qualify to receive.

🌐 www.ncoa.org

Senior Information & Assistance (see Directory of Government Agencies—State & Local)

-T-**Transportation****Medical Transportation**

For individuals who are eligible to receive Medicaid services, The Washington State Department of Social and Health Services will pay for non-emergency medical transportation. To find the Medicaid-contracted transportation provider in your area, call the Medical Assistance Helpline:

 **1-800-562-3022**

 **1-800-848-5429 (TTY/TDD)**

-V-**Veterans****Paralyzed Veterans of America**

Aggressive advocates for an accessible America.

 **1-800-336-9782**

Northwest Chapter for Paralyzed Veterans of America

 **206-241-1843**

 **www.nwpva.org**

National Association of County Veteran Service Officers (NACVSO)

NACVSO provides assistance in obtaining veterans' benefits and answers questions regarding rules and regulations concerning veterans. For veterans and family members.

 **www.nacvso.org**

U.S. Department of Veterans Affairs (see Directory of Government Agencies—Federal)

Washington State Department of Veterans Affairs (see Directory of Government Agencies—State & Local)

Wills and Trusts

(See Topical Directory—Legal)

Directory of Government Agencies

Federal Government

Administration on Aging

The Administration on Aging is the Federal focal point and advocate agency for older persons and their concerns. AoA sponsors the ElderCare Locator, a free service that connects you with eldercare services in your community.

☎ **1-800-677-1116**

🌐 **www.aoa.gov**

Medicare

Medicare provides health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with End-Stage Renal Disease.

☎ **1-800-633-4227 or 1-877-486-2048 (TTY)**

🌐 **www.medicare.gov**

Social Security Administration

Contact Social Security to apply for retirement or disability benefits. For the number of the SSA field office nearest you, call SSA toll-free and request the number through the automated system. Social Security has a toll-free number that operates from 7 a.m. to 7 p.m., Monday through Friday:

☎ **1-800-772-1213 or 1-800-325-0778 (TTY)**

🌐 **www.ssa.gov**

Veterans Administration

If you are a veteran or have served in the U.S. military, call the U.S. Department of Veterans Affairs (VA) for information about veterans' benefits and services available in your area.

☎ **1-800-827-1000**

🌐 **www.va.gov**

State and Local Government

-A-

Adult Protective Services

Adult Protective Services (APS) investigates complaints of abuse against vulnerable adults living in their own home or somewhere other than a residential care facility. Calls can be made anonymously.

☎ Region 1: Spokane, Grant, Okanogan, Adams, Chelan, Douglas, Lincoln, Ferry, Stevens, Whitman and Pend Oreille

1-800-459-0421; TTY: 1-509-568-3086

☎ Region 2: Yakima, Kittitas, Benton, Franklin, Walla Walla, Columbia, Garfield and Asotin

1-877-389-3013; TTY: 1-800-973-5456

☎ Region 3: Snohomish, Skagit, Island, San Juan, Whatcom

1-800-487-0416; TTY: 1-800-843-8058

☎ Region 4: King

1-866-221-4909; TTY: 1-800-977-5456

☎ Region 5:

Pierce

1-800-442-5129; TTY: 1-800-688-1165

Kitsap

1-888-833-4925; TTY: 1-800-688-1169

☎ Region 6: Thurston, Lewis, Clallam, Jefferson, Grays Harbor, Pacific, Wahkiakum, Cowlitz, Skamania, Klickitat, Clark

1-877-734-6277; TTY: 1-800-672-7091

Aging & Disability Services Administration

Call the Aging & Disability Services Administration Helpline to ask for information about your local: Area Agency on Aging; Division of Developmental Disabilities; Home and Community Office; Licensed Adult Family Homes, Boarding Home and Nursing Home.

☎ 1-800-422-3263

🌐 www.adsa.dshs.wa.gov

Area Agency on Aging

Senior Information & Assistance, Family Caregiver Support Program, Case management services for seniors and adults with disabilities. (Note: Some AAA's have a different number for Senior Information and Assistance.)

☎ Adams County: 509-886-0700 or 1-800-572-4459

Senior I&A: **509-766-2568 or 877-380-5787**

☎ Asotin County: 509-965-0105 or 1-877-965-2582;

Senior I&A: **509-758-2355**

☎ Benton County: 509-965-0105 or 1-877-965-2582;

Senior I&A: **509-735-0315**

☎ Chelan County: 509-886-0700 or 1-800-572-4459

☎ Clallam County: 1-866-720-4863;

Senior I&A:

360-452-3221 or 1-800-801-0070 (Sequim)

360-374-9496 or 1-888-571-6559 (Forks)

☎ Clark County: 360-735-5720 or 1-888-637-6060;

Senior I&A: **360-694-8144**

☎ Columbia County: 509-965-0105 or 1-877-965-2582;

Senior I&A: **509-382-4787**

☎ Colville Confederated Tribes: 509-634-2758 or 1-888-881-7684;

☎ Cowlitz County: 360-694-8144 or 1-888-637-6060;

Senior I&A: **360-577-4929 or 1-800-682-2406**

☎ Douglas County: 509-886-0700 or 1-800-572-4459

☎ Ferry County: 509-458-2509;

Senior I&A: **509-775-3341**

☎ Franklin County: 509-965-0105 or 1-877-965-2582;

Senior I&A: **509-545-3459**

☎ Garfield County: 509-965-0105 or 1-877-965-2582;

Senior I&A: **509-843-3563**

☎ Grant County: 509-886-0700 or 1-800-572-4459

Senior I&A: **509-766-2568, 1-877-380-5787**

☎ Grays Harbor County: 1-866-720-4863;

Senior I&A: **360-532-0520 or 1-800-801-0060**

- ☎ Island County: 360-676-6749 or 1-800-585-6749;**
 Senior I&A:
360-675-0311 (Oak Harbor)
360-678-4886 (Coupeville)
360-321-1600 (South Whidbey)
360-387-6201 (Camano Island)
- ☎ Jefferson County: 1-866-720-4863;**
 Senior I&A: **360-385-2552 or 1-800-801-0050**
- ☎ King County: 206-684-0660 or 1-888-435-3377;**
 Senior I&A: **206-448-3110 or 1-888-435-3377**
- ☎ Kitsap County: 360-337-5700 or 1-800-562-6418**
- ☎ Kittitas County: 509-965-0105 or 1-877-965-2582;**
 Senior I&A: **509-925-8765 or 1-877-401-2583**
- ☎ Klickitat County: 360-694-8144 or 1-888-637-6060;**
 Senior I&A: **1-800-447-7858, or**
509-493-3068 (White Salmon)
509-773-3757 (Goldendale)
- ☎ Lewis County: 360-664-2168 or 1-888-545-0910;**
 Senior I&A:
360-748-2288 or 1-888-702-4464 (Chehalis)
360-496-6300 or 1-800-247-5872 (Morton)
- ☎ Lincoln County: 509-886-0700 or 1-800-572-4459**
 Senior I&A: **509-766-2568, 1-877-380-5787**
- ☎ Mason County: 360-664-2168 or 1-888-545-0910;**
 Senior I&A: **360-427-2225 or 1-877-227-4696**
- ☎ Okanogan County:**
509-886-0700 or 1-800-572-4459;
 Senior I&A: **509-826-7452 or 1-888-437-4147**
- ☎ Pacific County: 360-379-5064 or 1-866-720-4863**
 Senior I&A:
360-942-2177 or 1-888-571-6557 (Raymond)
360-642-3634 or 1-888-571-6558 (Long Beach)
- ☎ Pend Oreille County: 509-458-2509;**
 Senior I&A: **509-684-8421**

- ☎ Pierce County: 253-798-7236 or 1-800-642-5769;**
Aging & Disability Resource Center: **253-798-4600 or 1-800-562-0332**
- ☎ San Juan County: 360-676-6749 or 1-800-585-6749;**
Senior I&A:
360-376-2677 (Orcas, Blakely, Waldron)
360-378-2677 (San Juan, Brown, Henry, Stuart)
360-468-2421 (Lopez, Shaw, Center, Decatur)
- ☎ Skagit County: 360-676-6749 or 1-800-585-6749;**
Senior I&A: **360-428-1301**
- ☎ Skamania County: 360-694-8144 or 1-888-637-6060;**
Senior I&A: **509-427-3990**
- ☎ Snohomish County:**
425-513-1900 or 1-800-422-2024 or 425-347-7997 (TDD)
- ☎ Spokane County: 509-458-2509;**
Senior I&A: **509-458-7450**
- ☎ Stevens County: 509-458-2509;**
Senior I&A: **509-684-8421 or 1-800-873-5889**
- ☎ Thurston County: 360-664-2168 or 1-888-545-0910**
- ☎ Wahkiakum County: 360-694-8144 or 1-888-637-6060;**
Senior I&A: **360-577-4929 or 1-800-682-2406**
- ☎ Walla Walla: 509-965-0105 or 1-877-965-2582;**
Senior I&A: **509-529-6470 or 1-888-769-2582**
- ☎ Whatcom County: 360-676-6749 or 1-800-585-6749;**
Senior I&A: **360-738-2500**
- ☎ Whitman County: 509-458-2509;**
Senior I&A: **509-397-4305 or 1-800-809-3351**
- ☎ Yakima County: 509-965-0105 or 1-877-965-2582;**
Senior I&A:
509-469-0500 or 1-866-891-2582 (Yakima County)
509-829-3905 or 1-888-549-2582 (Lower Yakima Valley)
- ☎ Yakima Nation: 509-865-7164**
509-865-5121 ext. 481

-B-**Services for the Blind**

The Washington State Department of Services for the Blind (DSB) is a state rehabilitation agency that offers assistance to persons who are blind or visually impaired.

 **1-800-552-7103**

 **TTY 1-206-721-4056**

 **www.dsb.wa.gov**

-C-**Community Services Office**

Local Community Services Offices (CSO) provide many DSHS services, such as Medical Assistance (Medicaid) and food assistance (Quest Card). For the number of the CSO office nearest you, look in the Blue Pages of your phone book, under State Government/Social and Health Services/Community Services Office. Or, visit the Department of Social and Health Services website and click on the link to available services.

 **www.dshs.wa.gov.**

Complaint Resolution Unit

Contact the Complaint Resolution Unit if the person that you suspect is being abused or neglected is living in a nursing home, boarding home, or adult family home.

 **1-800-562-6078**

-D-**Deaf and Hard of Hearing, Office of**

The Office of the Deaf and Hard of Hearing (ODHH) provides services to the deaf, hard of hearing and deaf-blind communities throughout Washington State. ODHH contracts with five regional service centers with seven offices, located in Seattle, Tacoma, Vancouver, Pasco, Spokane, and Bellingham, to provide case management, advocacy, workshops, information and referral, education and training, and outreach services to clients and their families.

 **360-902-8000 Voice/TTY or 1-800-422-7930 Voice/TTY**

Developmental Disabilities Council

The Washington State Developmental Disabilities Council is appointed by the Governor to promote a comprehensive system of services, and serve as an advocate and a planning body for Washington State's citizens with developmental disabilities. The DDC funds projects, such as Informing Families, Building Trusts, which provide information related to developmental disability policies and services.

☎ **1-800-634-4473**

🌐 **www.ddc.wa.gov**

Division of Developmental Disabilities

The Division of Developmental Disabilities, is a division within Aging and Disability Services, provides services and supports to eligible children and adults with developmental disabilities.

☎ **Region 1:** Adams, Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Whitman.

509-329-2900; TTY: 509-568-3038; 1-800-462-0624

☎ **Region 2:** Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Walla Walla, Yakima

509-225-4620; TTY: 509-454-4321; 1-800-822-7840

☎ **Region 3:** Island, San Juan, Skagit, Snohomish, Whatcom

425-339-4833; TTY: 425-339-4850; 1-800-788-2053

☎ **Region 4:** King

206-568-5700; TTY: 206-720-3325; 1-800-314-3296

☎ **Region 5:** Kitsap, Pierce

253-404-6500; TTY: 253-572-7381; 1-800-248-0949

☎ **Region 6:** Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum

360-725-4250; TTY: 360-586-4719; 1-800-339-8227

Division of Vocational Rehabilitation

The Division of Vocational Rehabilitation is a statewide resource that helps people with disabilities obtain and retain employment. It provides information and referral services for independent living and individual counseling. To be connected to your local DVR office, call:

☎ **1-800-637-5627**

🌐 **www1.dshs.wa.gov/dvr/**

-H-**Home Care Referral Registry**

The Home Care Referral Registry is used to match needs of Washington State residents who receive publicly funded long term in-home care with pre-screened and pre-qualified in-home care workers.

☎ **1-800-970-5456**

🌐 www.hcrr.wa.gov

Home and Community Services

Home and Community Services is a division within Aging & Disability Services Administration that helps adults who may need help paying for long term care due to a medical conditions or disability. Also provides assistance in applying for Medicaid.

☎ **Region 1:** Spokane, Grant, Okanogan, Adams, Chelan, Douglas, Lincoln, Ferry, Stevens, Whitman, Pend Oreille Counties
1-800-459-0421

☎ **Region 2:** Yakima, Kittitas, Benton, Franklin, Walla Walla, Columbia, Garfield, and Asotin Counties
1-800-822-2097

☎ **Region 3:** Snohomish, Skagit, Island, San Juan, and Whatcom Counties
1-800-487-0416

☎ **Region 4:** King County
1-800-346-9257

☎ **Region 5:**
1-800-442-5129 (Pierce County)
1-800-422-7114 (Kitsap County)

☎ **Region 6:** Thurston, Mason, Lewis, Clallam, Jefferson, Grays Harbor, Pacific, Wahkiakum, Cowlitz, Skamania, Klickitat, and Clark Counties
1-800-462-4957

-L-**Long Term Care Ombudsman**

A Long-Term Care Ombudsman responds to complaints about Adult Family Home, Boarding Homes and Nursing Homes.

☎ **1-800-562-6028**

-M-**Medical Assistance/Medicaid**

Medicaid is a state and federal government health insurance program available to people with very limited income and resources. Apply online or contact your Community Services Office to apply in person.

Medical Assistance Helpline (for current Medicaid recipients):

☎ 1-800-562-3022; TTY/TDD: 1-800-848-5429

🌐 www.adsa.dshs.wa.gov/pubinfo/benefits/medicaid.htm

Mental Health Division – Regional Support Networks

Within the Washington State mental health system, county government agencies and 145 private and non-profit organizations provide treatment for most of Washington's estimated 188,100 adults and 74,000 children with mental illnesses. Counties, and their non-government providers, are organized into 13 Regional Support Networks:

☎ Chelan-Douglas RSN

509-886-6318 or 1-877-563-3678

24-Hour Crisis Line: 509-662-7105

☎ Clark County RSN

360-397-2130 or 1-866-666-5070

24-Hour Crisis Line: 1-800-626-8137

☎ Greater Columbia Behavioral Health RSN: Serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman and Yakima Counties.

509-735-8681; 1-800-795-9296

24-Hour Crisis Lines:

Asotin: 1-888-475-5665

Benton-Franklin: 1-800-783-0544

Columbia: 1-866-382-1164

Garfield: 1-888-475-5665

Kittitas: 509-925-9861 or 1-800-572-8122

Klickitat: 509-733-5801 or 1-800-572-8122

Skamania: 509-427-3850

Walla Walla: 509-522-3278

Whitman: 1-866-871-6385

Yakima: 509-575-4200 or 1-800-572-8122

Yakima Children: 509-576-0934 or 1-800-500-0934

- ☎ Grays Harbor County RSN**
360-532-8665; 1-800-464-7277
24-Hour Crisis Line: 1-800-685-6556
- ☎ King County RSN**
206-296-5213; 1-800-790-8049
24-Hour Crisis Line: 1-866-427-4747
- ☎ North Central WA RSN: Serving Adams, Grant, Okanogan, Ferry, Lincoln, Pend Oreille and Stevens Counties**
509-754-6577; 1-800-251-5350
24-Hour Crisis Lines:
Adams County(collect): 509-488-5611
Ferry County: 1-866-268-5105
Grant County: 1-877-467-4303
Okanogan County: 1-866-826-6191
Pend Oreille: 1-866-847-8540
Stevens & Lincoln Counties: 1-888-380-6823
- ☎ North Sound Mental Health Administration RSN: Serving Island, San Juan, Skagit, Snohomish and Whatcom Counties**
1-800-684-3555
24-Hour Crisis Line: 1-800-584-3578
- ☎ Peninsula RSN - Serving Clallam, Jefferson and Kitsap Counties**
360-337-4886; 1-800-525-5637;
24-Hour Crisis Lines:
Kitsap County: 360-479-3033 or 1-800-843-4793
East Jefferson County: 360-385-0321 or 1-800-659-0321
East Clallam County: 360-452-4500
West Jefferson County: 360-374-5011
West Clallam County: 360-374-5011;(Non-Business hours): 360-374-6271
- ☎ Pierce County**
253-798-7202;1-800-531-0508
24-Hour Crisis Line: 1-800-576-7764
- ☎ Southwest RSN: Serving Cowlitz County**
360-501-1201; 1-800-347-6092
24-Hour Crisis Line: 1-800-803-8833
- ☎ Spokane County RSN**
509-477-5722; 1-800-273-5864
24-Hour Crisis Line: 1-877-678-4428

☎ Thurston-Mason RSN -

360-786-5830; 1-800-658-4105; TDD: 360-786-5602 or 1-800-658-6384

24-Hour Crisis Line: 1-800-754-1338

☎ Timberlands RSN: Serving Lewis, Pacific and Wahkiakum Counties

360-795-3118; 1-800-392-6298

24-Hour Crisis Lines:

Lewis County: 1-800-559-6696

Pacific County: 1-800-884-2298

Wahkiakum County: 1-800-635-5989

-S-

Statewide Health Insurance Advisors (SHIBA)

The Statewide Health Insurance Benefits Advisors (SHIBA) HelpLine provides for all Washington residents, **free** health insurance education, assistance, and advocacy. SHIBA HelpLine assists consumers with choices and problems involving private health insurance as well as many government programs.

☎ 1-800-562-6900; TDD: 360-586-0241

🌐 www.insurance.wa.gov/shiba

-V-

Washington State Department of Veterans Affairs

☎ 1-800-562-0132; 360-725-2199 (TDD)

🌐 www.dva.wa.gov

The **Home Care Referral Registry of Washington State** matches those who need in-home long-term care services with pre-qualified, pre-screened individual providers that are ready to work.

For more information about the Home Care Referral Registry call 800-970-5456.

