

A Consumer Guide to Public Mental Health Services



In Spokane County

**A Consumer Guide for Public Mental Health System in
Spokane County, Washington**

Spokane County Community Services Department
Regional Support Network
312 W. 8th Avenue Spokane, Washington 99204
Phone 509.477.5722 TDD 509.477.5722 1.800.273.5864

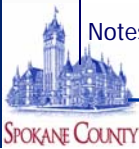


Spokane County

Last Revised 8/2005

Introduction

Welcome Letter	3
Mission Statement	4
Overview	5
Accessing Public Mental Health Services	6
Stigma	7
Emergency Crisis Intervention	8
Consumer Rights	9
Consumer Responsibilities	10-11
Ombuds/Grievance	12-13
Ticket To Work/Plan To Work	14-15
Healthcare for Workers with Disabilities (HWD)	16-17
Consumer Services	18
Ancillary Services	19
Mental Health Advance Directives (MHAD)	20
Second Opinions	21
Mental Health Advisory Board	22
Quality Review Team (QRT)	23
Provider Directory	24-26
RSN Directory	27-31
Definitions	32-33
Acknowledgements	34
Notes	35



Welcome to Spokane County RSN

Welcome!

The Spokane County Regional Support Network (RSN) administers a full range of community-based mental health services for eligible consumers. Our goals are to provide quality services to you ensuring, that you are involved with your care, that your care is effective, culturally-responsive, and that we continuously work towards improving that care.

This brochure will inform you, as a Medicaid eligible consumer, of the mental health services available in Spokane County. You will also learn about your rights and responsibilities. Please do not hesitate to ask questions. We're here to help and support you!

Thank you and welcome to the Spokane County RSN.

Peace,
Edie Rice-Sauer
Administrator, RSN

Welcome!

As a mental health consumer, I have battled depression and anxiety for over half of my life. I entered into the realm of mental health with feelings of low self-worth and shame. Discouraged by the stigma of being labeled with a mental illness I resisted getting the necessary medication and help to treat my disorder. But, through education and the support of family, friends and mental health services, I have been able to transcend the stigmatizing feelings of shame and low self-esteem. I learned to accept my illness for what it is; a physical disorder of the brain, not a character flaw. I also learned that mental illness is something that needs to be managed just like diabetes or any other chronic medical illness.

I hope that all people suffering with a mental illness and their families find this booklet helpful in finding the support they need to lead a healthy and joyful life.

Nicole Cashon
Mental Health Consumer



Mission Statement



Mission Statement Spokane County Community Services Department

**"To assist all persons who need
mental health, developmental disabilities and/or sub-
stance abuse services to improve their lives."**

RSN Mission Statement

The Mission of the Spokane Regional Support Network is to assure that in Spokane County a choice of flexible and responsive community resources is available and accessible to individuals and families experiencing a mental illness. These resources will value safety and health, preservation of dignity and empowerment, individual and ethnic uniqueness, personal growth and enrichment; and community participation.



Overview

Medicaid Mental Health

This is a booklet about mental health services available to people who receive Medicaid. In this booklet you will find:

- An explanation of what public mental health services are available.
- How those services are provided.
- Where to get these services.
- Your rights as a person who receives those services.
- How to protect your rights.

You will also find information about mental health services available in your service area. Service areas where mental health services are coordinated are known as Regional Support Network (RSN). You will learn about:

- Areas served by each Regional Support Network.
- How to contact the Regional Support Network or their authorized providers.
- How to access crisis services.



Accessing Public Mental Health Services

Who is eligible for services?

Medicaid recipients are automatically enrolled in a local mental health managed care plan which is called the Regional Support Network (RSN). RSN's coordinate mental health services offered within their service area through contracts with community mental health agencies.

People who receive Medicaid coupons are eligible for medically necessary mental health services at no cost. All services must be authorized by the RSN/UBH in Spokane County. To receive this referral, please contact UBH at the number listed below.

Services can be reached by contacting:

Spokane County Regional Support Network (SCRSN)

312 W 8th Avenue
Spokane, WA 99204
Phone 509.477.5722
Fax 509.477.6204
<http://www.spokanecounty.org/mentalhealth>

United Behavioral Health (UBH)

901 N. Monroe, Suite 202
Spokane, WA 99201
Phone 509.777.8900
Fax 509.777.8906
Toll Free Nationwide 999.685.9771



Stigma

What is Stigma?

Stigma is a negative prejudice against the mentally ill based on ignorance. Stigma comes from the belief that those who suffer with mental illness are defective, weak and/or undesirable, and should be avoided. Stigma is an unnecessary bias against the mentally ill based on fear. Many people are afraid of the mentally ill because of their presumed unpredictability, and alleged violence. Stigma is a form of discrimination, due to the misunderstandings people have about mental illness. Due to stigma, the mentally ill are not viewed as productive members of the community.

Why is Stigma a Problem?

Stigma is harmful, both to those who hold this prejudice, and especially to those who are targets of such bias. It is a lose, lose situation. Due to stigma, persons who suffer with mental illness often internalize the negative attitudes toward mental illness. They internalize fear and shame which interfere with their ability to access treatment.

How to Combat Stigma.

Combating stigma will entail education, research, awareness, and advocacy. Increasing public awareness of effective treatments and the reduction of financial barriers to treatment will help lessen stigma. It is helpful to send letters and e-mails to the media when mental illness is depicted negatively. Education seminars and classes about mental illness will dispel misunderstandings, fears, and discrimination associated with mental illness. Many also choose to support national and local advocacy organizations.

Individual consumers can decrease fear, shame and negative consequences associated with stigma by realizing that their illness is a physical disorder of the brain. It is important to recognize that they are in no way responsible for their illness. As stigma lessens, it will have a beneficial effect for the mentally ill allowing them obtain services and treatment and will promote acceptance in the community.

-Julie Madaffer
Mental Health Consumer



Emergency Crisis Intervention

Who Can I Call if I Need Emergency Support?

If you find yourself in need of immediate services there is help available. The programs listed below are voluntary services available to you should immediate attention be necessary. These services are staffed with professionals trained in crisis intervention. **Programs such as First Call For Help are available 24 hours a day.**

First Call For Help

Telephone crisis assistance, referrals, supportive listening and community referrals by trained volunteers.
24 hours daily: 509.838.4428 Fax: 509.458.7462
Toll Free 1.877.678.4428

Behavioral Health Triage

Voluntary assessment, observation, crisis stabilization service for up to 24 hours, for individuals age 18 or older.
312 W 8th Avenue
Spokane, WA 99204
509.477.4601

Crisis Response Services

Emergency and urgent services in person or on the phone; on-site walk in services M-F, 8am – 5pm.
107 S. Division
509.838.4651



Consumer Rights

As a person receiving public mental health services, what are my rights?

YOU CAN EXERCISE THE FOLLOWING RIGHTS:

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care and services that meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones, and languages for local agencies
- The right to receive the amount and duration of services you need to request information about the structure and operation of the Regional Support Network
- The right to services within 2 hours for emergent care and 24 hours for urgent care
- To be free from the use of seclusion or restraints
- To receive age and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment
- To receive care that does not discriminate against you (e.g. age, race, type of illness)
- To be free of any sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive, which states your choices and preferences for mental health care
- To receive quality services that are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with your agency or Regional Support Network
- To choose a mental health care provider or choose one for your child who is under thirteen years of age
- To change mental health care providers during the first 30 days, and sometimes more often
- To file a request for an administrative (fair) hearing
- To request and receive copy of your medical records and ask for changes
- Be free from retaliation



Consumer Responsibilities

Filing a complaint, grievance, appeal or fair hearing can be a very stressful and confusing time. Simple steps to becoming a strong self-advocate can help you navigate the system and provide the essential skills necessary in maintaining your consumer voice. After all, only you can determine the course of your recovery.

Self-Advocacy is a process that involves identifying the obstacles that we face, developing strategies to overcome them, and then implementing these plans.

There are three main attitudes necessary for self-advocacy, these include:

- Believing in yourself
- Being assertive
- Managing your anger

Believing in yourself is knowing your strengths. In self-advocacy, attitudes and beliefs are as important as skills are.

Knowledge is key. If you know the facts and policies underlying decisions affecting you, then you can more assertively advocate for favorable results.

Assertiveness is being able to say what you need to say in a respectful and dignified manner. Be a persistent and tireless advocate for yourself, but you should not shout at or insult others in the process. Remember assertiveness is **NOT** the same thing as aggression.



Consumer Responsibilities Cont'd

When filing a complaint, grievance, appeal or fair hearing here are some helpful problem solving strategies to keep in mind.

Educate yourself

Build a resource library

Identify your rights

Become knowledgeable about the rights you have as a consumer

Break down the problem

Break it down into smaller "chunks" so that you can more effectively plan your strategy

Develop a solution

What do you want to see happen?
What do you need?
What would you be willing to accept?

Build your case

List the strengths of your case
Look at the other side of the argument
Are there rights that have been violated?
Assemble all of the documentation that you'll need

Plan your strategy

Don't act impulsively
Plan how you are going to phrase your words when you talk to someone
Which method are you going to use:

- Make a phone call
- Hold an informal meeting
- Write a letter of complaint
- File a formal complaint



OMBUDS

What is Ombuds?

The Ombuds is an independent service created by State Law with responsibilities to receive and assist public mental health consumers with complaints, grievances, appeals and Fair hearings.

The Ombuds assists consumers in quickly resolving their concerns at the lowest possible level, while ensuring anonymity, consumer confidentiality, and protection of consumer rights.

What does an Ombuds do?

Ombuds receive complaints and help enrollees resolve them. Each Regional Support Network has an Ombuds Service that can assist you with the grievance process.

Public Mental Health Ombuds Service of Spokane Fulcrum Institute

905 west Riverside Avenue, Suite 304
Spokane, WA 99201
Phone 509. 624.1740 FAX 509. 838.2799



Conflict Resolution

What is a Complaint?

A complaint is defined as an informal, verbal or written statement by a consumer, family member or other consumer representative, which expresses dissatisfaction with some aspect of their mental health services, or lack thereof.

(WAC 388-865-0255)

The following process may be helpful when resolving a complaint:

First: Gather all the information you may need. Ask yourself who, when, where, what, and how? Include information related to any prior attempts to resolve your complaint.

Next: Create a plan of action. What would you like to see as the outcome of your complaint? Determine who would be the best person(s) to assist you with your complaint. Remember, it is best to attempt to resolve your complaint at the lowest possible level, with your caseworker or facility manager.

Then: You may decide to proceed to the next level by taking your complaint to the Public Mental Health Ombuds Service of Spokane County. The Ombuds Service will assist you through the complaint process, this may include contacting person(s) involved and working together with you and your agency towards resolution of the complaint.

Finally: If you are not satisfied with the outcome of your complaint, you may decide to file a formal grievance. A grievance is a formal written complaint, which must be submitted in writing to the Regional Support Network Grievance Coordinator. A grievance may also be submitted to the Mental Health Division in writing.



Ticket To Work

What is Ticket to Work?

Ticket to Work is a new federal Social Security voluntary program. The purpose of the program is to give people who receive Social Security benefits the services and support they need to go to work.

A ticket is a voucher that you can turn into an "Employment Network" to receive services. An employment program can be a public program, like Division of Vocational Rehabilitation (DVR), or a non-profit corporation or private business that has been approved to help you get the services and support your need to go to work.

A company called Maximus manages Ticket to Work. It also approves and publishes the list of approved employment networks.

Who gets a ticket?

People who are 18 to 64 years old and are receiving SSI or SSDI cash benefits are eligible to receive a ticket.

What can I do with the ticket I get?

The program is voluntary. You can use your ticket now, save it for later, or not use it at all. You will not lose your benefits if you choose not to use your ticket. The goal is for people to turn in their tickets to DVR or another Employment Network in exchange for services and supports that will help them go to work.



Ticket To Work

If you have questions about Ticket to Work, please call the following numbers:

Division of Vocational Rehabilitation (DVR)

Voice: 1.866.889.8287

TTY: 1.866.339.6574

More information can be found at the fol- lowing web sites:

The Social Security Work Site

Ticket to Work (Maximus)

Maximus: The Ticket to Work Program Manager

Toll-free: 1.866.968.7842

Toll-free: 1.866.833.2967 (TTY)

- Employment Networks of Washington State
- U.S. Dept. of Labor Employment & Training Admini-
-stration
- Social Security Administration Ticket to Work FAQs

Plan To Work (PTW)

Plan to Work (PTW) is a state wide call center for Social Security benefit planning assistance. PTW provides simple assistance over the phone or they will connect you with a trained benefit specialist to work with on a one-to-one basis. The Benefit Specialist will assist you in understanding your benefits and the effect of work incentive options so you can make informed choices that advance your goals and desires to work.

Toll-Free: 1.866.497.9443

1.877.846.0775 (TTY)

In Spokane 1.509.444.3087

1.509.777.0776 (TTY)



Healthcare for Workers with Disabilities

Healthcare for Workers with Disabilities (HWD)

The HWD program recognizes the employment potential of people with disabilities, and represents Washington State's response to the "Ticket to Work" legislation passed by Congress in 1999.

Under HWD, The people with disabilities can earn more money and purchase healthcare coverage for an amount based on a sliding income scale.

HWD benefits include:

- Medicaid benefit package
- Greater personal and financial independence
- Members earn and save more without the risk of losing their healthcare coverage

Who qualifies?

- Washington resident (16-64)
- Have a monthly net income at or below 220% of the federal poverty level. Meet federal disability requirements (SSI/SSDI)
- Employed full or part time (including self employment)
- \$1,755 for a single person
- \$2,353 for a married person

If your spouse's income is more than that,

- * We add both incomes
- * Use the two-person standard

If your spouse's income is less than that,

- * We count only your income
- * Use the one-person standard



Healthcare for Workers with Disabilities

What about resources/assets?

The asset test is waived!

- Encourage earnings and savings
- Promote self sufficiency
- Improve quality of life

Definition of Employment for the Medical Improvement Group

- Working at least 40 hours per month
- Earning at least minimum wage

What if I lose my job after enrolling in the HWD program?

- Can choose to continue enrollment through the 12-month certification period, if:
 - Your job loss is the result of a health crisis or involuntary dismissal
 - You intend to return to work after health crisis or continue to look for new job
- You continue to pay your monthly premiums

Contact:

The Washington State Medicaid Buy-In
The Ticket to Work and Work Incentives Improvement Act
of 1999

Toll Free 1.866.865.6150



Consumer Services

Consumer Consultation Panel (CCP)

The Consumer Consultation Panel provides the Spokane County Regional Support Network with an informed consumer voice to initiate projects that positively impact the mental health system of care, community, and consumers.

Contact Information:

Spokane County Regional Support Network Consumer Consultation Panel

312 W 8TH Avenue
Spokane, WA 99204

ATTN: Kelley Reinsmith

Phone: 509.477.4516

509.477.4512

Fax: 509.477.6204

Children's Oversight Committee (COC)

The Mission of the Children's Oversight Committee (COC) of the Regional Support Network is to support youth with mental illness by ensuring the voices of families are heard.

Contact Information:

Spokane County Regional Support Network Children's Oversight Committee

312 W 8TH Avenue
Spokane, WA 99204

ATTN: Kathleen Boyle

Phone: 509.477.4513

Fax: 509.477.6204



Ancillary Services

Washington Protection and Advocacy System (WPAS)

WPAS is a nonprofit disability advocacy agency. WPAS cannot accept every request for direct legal representation, but will provide information and referrals regarding programs, and accept cases for representation as resources allow.

Contact Information:

Washington Protection and Advocacy System

180 West Dayton Suite 102
Edmonds, WA 98020

Phone: 425.776.1199 (Voice)
425.776.1648 (TTY)
Toll Free: 1.800.562.2702 (Voice)
1.800.905.0209 (TTY)

E-Mail wpas@wpas-rights.org

National Alliance for the Mentally III (NAMI)

NAMI Spokane is a self-help organization for persons with mental illness, their friends, and family. NAMI is committed to support, education, research, and advocacy for the Mentally III.

Contact Information:

10 N Post St, Suite 638
Spokane, WA 99201

Phone: 509.838.5515
E-Mail namispokane@aimcomm.com



Mental Health Advance Directives (MHAD)

-What is a Mental Health Advance Directive?

An Advance Directive is a document expressing your treatment choices in the event you experience symptoms of mental illness that would otherwise prevent you from making such decisions.

-Is a Mental Health Advance Directive right for me?

There are some advantages to having a MHAD. An Advance Directive will allow you to make choices regarding what happens to you should you become unable to care for yourself. It lets family, friends, providers and health care workers know what you want even if you are unable to express yourself. It can minimize confusion between your case manager and others, who are involved in your treatment. It can also serve as a legal document requiring providers to respect your wishes to the fullest extent possible.

-What should I do with my Mental Health Advance Directive?

If you choose to create a MHAD, it is helpful that a certified copy be distributed to all persons involved in your health care. If you have an agent or a durable power of attorney, that person should receive a copy. You may also consider giving one to your mental health provider, lawyer, and trusted family members. Remember, all providers who receive a copy are required to make it part of your medical records.

-Where do I get a Mental Health Advance Directive?

If you already have a living will and durable power of attorney, you should consult that person to create your advance directive. This will reduce confusion, and prevent discrepancies between your living will and MHAD. You can pick up a copy of the MHAD form from your mental health provider, or online at: <http://www1.dshs.wa.gov/mentalhealth>

-Where can I find additional information?

Read the law on-line at <http://www.leg.wa.gov> Follow the link to Laws and Agency Rules.

Contact your local mental health provider or Ombuds service

Contact the Mental Health Office of Consumer Affairs:
1.800.446.0259
Mental Health Division



Second Opinions

You Have the Right to a Second Opinion

When you see your doctor, or when you get mental health treatment, you may have questions about the services you receive. You may even disagree with your doctor or mental health professional. You may be told you are not eligible for services. You may be denied a service you believe you need. At times like these, you have the right to a **Second Opinion**.

What is a Second Opinion?

A **Second Opinion** is the appointment you would make with another, different doctor, or another, different mental health professional. During this appointment, you would talk about the treatment you have been receiving or that you were denied. You would have the opportunity ask your questions, express your concerns, and your disagreement. When this second doctor or mental health professional hears what you have to say, he/she will give you the **Second Opinion**, consisting of his/her findings, viewpoint and recommendations.

How Do I Get a Second Opinion?

To get a **Second Opinion**, you must ask for it. You must pursue it. If you are a consumer of public mental health services in Spokane County, you may ask for a Second Opinion in one of these ways:

- You may ask your doctor or mental health professional, and he/she must assist you in getting a **Second Opinion**; or
- You may ask the RSN for help in getting a **Second Opinion**, by telephoning the Quality Improvement Coordinator at 509.477.4538; or
- You may ask United Behavioral Health for help in getting a **Second Opinion**, by telephoning the Clinical Manager at 509.777.8901.

What Kind of Concerns Would Urge Me to Seek a Second Opinion?

As a consumer of mental health services in Spokane County, there are three kinds of concerns, which would cause you to ask for a Second Opinion:

- If you are told you are not eligible for mental health services; or
- If you are told mental health services were not authorized for you; or
- If you are concerned you are not receiving the kind or amount of mental health services sufficient to meet your needs.



Mental Health Advisory Board

What is the Mental Health Advisory Board?

The Mental Health Advisory Board is an advisory board to the Regional Support Network of Spokane County. The board members comprise a voluntary citizen board whose role is to advise the Regional Support Network and County Commissioners on matters relating to mental health services in Spokane County. Each member is expected to represent all citizens of the county in their recommendations and advice.

The responsibilities of each board member are as follows:

1. Participate in public meetings to solicit input from Spokane County citizens, service providers and consumers regarding needs and priorities for services. Recommend priorities and service levels.
2. Participate in the review of applications and make recommendations on programs for funding which have been submitted to the RSN.
3. Review and comment on the RSN during the application process.
4. Review budget material which has been submitted to the RSN during the application process.
5. Review monitoring reports of contracted services to evaluate annual performance.

Appointments to the advisory board are made for a three year term by the Board of County Commissioners.



Quality Review Team (QRT)

QUALITY REVIEW TEAM

Continually reviewing public mental health services to ensure quality of care for all consumers is the Quality Review Team's (QRT) mission. To do this, they review Public Mental Health Services in the Spokane County RSN service area. They meet with interested consumers, family members and service providers to determine if services are accessible and address the needs of consumers. The team uses several methods to collect information such as surveys, interviews, forums, focus groups and site visits. From this research the QRT recommends and facilitates resolutions of systemic problems and concerns.

Individual complaints should be referred to your case worker or local Ombuds.

Quality Review Team office hours are limited. Calls are returned within 48 hours.

Contact Information:

Quality Review Team
312 W. 8TH AVENUE
SPOKANE, WA 99204
Phone: 509.477.6363
Fax: 509.477.4447
Recording: 509.477.6205
E-mail: spokaneqrt@hotmail.com



Spokane County Provider Directory

CATHOLIC FAMILY SERVICES

P.O. Box 1453
Spokane, WA 99210-4259
Telephone: 509.358.4267
Fax: 509.358.4259

CHILDREN'S HOME SOCIETY

2323 N. Discovery Place Lane
Spokane Valley, WA 99216
Telephone: 509.747.1474
Fax: 509.838.3847

EXCELSIOR YOUTH CENTER, INC.

3754 W. Indian Trail Road
Spokane, WA 99208
Telephone: 509.328.7041
Fax: 509.328.7582

FAMILY SERVICES SPOKANE

7 S. Howard, Suite 321
Spokane, WA 99201
Telephone: 509.838.4128
Fax: 509.838.4816

GRIEF COUNSELING SERVICES

1016 N. Superior
Spokane, WA 99202
Telephone: 509.238.6182
No Fax

HOPE PARTNERS

1115 W. First Avenue #220
Spokane, WA 99201
Telephone: 509.835.3599
Fax: 509.458.5669



Spokane County Provider Directory

LUTHERAN COMMUNITY SERVICES NW

210 W. Sprague
Spokane, WA 99201
Telephone: 509.747.8224
Fax: 509.747.0609

N.A.T.I.V.E. PROJECT

1803 West Maxwell
Spokane, WA 99201
Telephone: 509.325.5502
Fax: 509.325.9839

REM

1117 W. First Avenue
Spokane, WA 99201
Telephone: 509.835.3599
Fax: 509.458.5669

SACRED HEART MEDICAL CENTER/ PSYCHIATRIC UNIT

101 W. 8th Ave.
P.O. Box 2555
Spokane, WA 99220-2555
Telephone: 509.474.4861
Fax: 509.474.4890

SEER/PACE/COMMUNITY COLLEGE SPOKANE

3305 W. Ft. George Wright Way
Mail – Stop 3090
Spokane, WA 99224-5228
Telephone: 509.533.3790
Fax: 509.533.3226



Spokane County Provider Directory

SPOKANE MENTAL HEALTH

107 S. Division Street
Spokane, WA 99202
Telephone: 509.838.4651
Fax: 509.458.7456

EVERGREEN CLUB

Service of Spokane Mental Health
2102 E. Sprague Ave
Spokane, WA 99202
Telephone: 509.458.7454
Fax: 509.458.7462

SPOKANE COUNTY BEHAVIORAL HEALTH TRIAGE

312 W. 8th Ave
Spokane, WA 99204
Telephone: 509.477.4601
Fax: 509.477.4613

SUPPORTED LIVING

1725 N. Ash
Spokane, WA 99205
Telephone: 509.477.2671
Fax: 509.477.3615

TAMARACK CENTER

2901 W. Fort Wright Drive
Spokane, WA 99202
Telephone: 509.326.8100
Fax: 509.326.9358



RSN Directory

CHELAN-DOUGLAS RSN

Serving Chelan and Douglas Counties

636 North Valley Mall Parkway, Suite 200

East Wenatchee, WA 98802-4875

Web: <http://www.cdrrsn.org>

Toll Free: 1.877.563.3678

Public Phone: 509.886.6318

Ombuds Services: 1.800.495.5178

24-Hour Crisis Line: 1.800.852.2923

CLARK COUNTY RSN

Serving Clark County

PO Box 5000

Vancouver, WA 98666-5000

Web: <http://www.co.clark.wa.us/commser/mental>

Toll Free: 1.800.410.1910

Public Phone: 360.397.2130

Ombuds Services: 360.694.6577x2233

24-Hour Crisis Line: 1.800.626.8137

GRAYS HARBOR COUNTY RSN

Serving Grays Harbor County

2109 Sumner Avenue, Suite 203

Aberdeen, WA 98520-3699

Web: <http://users.techline.com/ombuds/rsn.htm>

Toll Free: 1.800.464.7277

Public Phone: 360.532.8665

Ombuds Services: 1.877.788.1782

24-Hour Crisis Line: 1.800.685.6556



RSN Directory

GREATER COLUMBIA BEHAVIORAL HEALTH RSN

Serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman and Yakima Counties.

101 N. Edison Street, Kennewick, WA 99336-1958

Web: <http://www.gcbh.org>

Toll Free: 1.800.795.9296

Public Phone: 509.735.8681

Ombuds Services: 1.800.257.0660

24-Hour Crisis Lines:

Asotin: 888.475.5665

Benton-Franklin: 800.548.8761

Columbia: 800.734.9927

Garfield: 888.475.5665

Kittitas: 509.925.9861

Klickitat: 509.733.5801/800.572.8122

Skamania: 509.427.9488

Walla Walla: 509.522.4278

Whitman: 866.871.6385

Yakima: 509.575.4200/800.572.8122

Yakima Children: 509.576.0934

or 800.671.5437

KING COUNTY RSN

Serving King County

821 2nd Avenue, Suite 610

Seattle, WA 98104-1598

Web: <http://www.metrokc.gov/dchs/mhd/mhp/guide.htm>

Toll Free: 1.800.790.8049

Public Phone: 206.296.5213

Ombuds Services: 1.800.790.8049

24-Hour Crisis Line: 1.866.427.4747



RSN Directory

NORTH CENTRAL WASHINGTON RSN

Serving Adams, Grant and Okanogan Counties.

131 Basin Street SW

Ephrata, WA 98823-1855

Toll Free: 1.800.251.5350

Public Phone: 509.754.6577

Ombuds Services: 1.800.346.4529

24-Hour Crisis Lines:

Adams (collect): 509.488.5611

Grant (collect): 509.765.1717/1.877.467.4303

Okanogan: 1.866.826.6191

NORTH SOUND MENTAL HEALTH ADMINISTRATION RSN

*Serving Island, San Juan, Skagit, Snohomish and Whatcom
Counties.*

117 N. 1st Street, Suite 8

Mount Vernon, WA 98273-2858

Web: <http://www.nsrnsn.org>

Toll Free: 1.800.684.3555

Public Phone: 1.888.693.7200

Ombuds Services: 1.888.336.6164

24-Hour Crisis Line: 1.800.584.3578

NORTHEAST WASHINGTON RSN

Serving Ferry, Lincoln, Pend Oreille and Stevens Counties.

260 N. Oak Street

Colville, WA 99114-2948

Toll Free: 1.800.201.4252

Public Phone: 509.935.6801

Ombuds Services: 1.800.735.7857

24-Hour Crisis Line: 1.800.767.6081



RSN Directory

PENINSULA RSN

Serving Clallam, Jefferson and Kitsap Counties.

614 Division Street, MS 23

Port Orchard, WA 98366-4676

Toll Free: 1.800.525.5637

Public Phone: 360.337.4886

Ombuds Services: 1.888.377.8174

24-Hour Crisis Lines:

Kitsap County: 360.479.3033/800.843.4793

East Jefferson County: 360.385.0321/800.659.0321

East Clallam County: 360.452.4500

West Jefferson and West Clallam County: 360.374.5011

(Non-Business hours): 360.374.6271

PIERCE COUNTY RSN

Serving Pierce County

3580 Pacific Avenue

Tacoma, WA 98418-7915

Toll Free: 1.800.531.0508

Public Phone: 253.798.7202

Ombuds Services: 1.800.531.0508

24-Hour Crisis Line: 1.800.576.7764

Web: <http://www.co.pierce.wa.us/pc/services/health/mental/services.htm>

SOUTHWEST RSN

Serving Cowlitz County.

1952 9th Avenue

Longview, WA 98632-4045

Web: <http://www.cowlitzcounty.org/humanservices/swrsn.htm>

Toll Free: 1.800.803.8833

Public Phone: 1.800.803.8833

Ombuds Services: 360.501.6774

24-Hour Crisis Line: 1.800.803.8833



RSN Directory

SPOKANE COUNTY RSN

Serving Spokane County.

312 West 8th Avenue, 4th Floor

Spokane, WA 99204-2506

Web: <http://www.spokanecounty.org/mentalhealth>

Toll Free: 1.800.273.5864

Public Phone: 509.477.5722

Ombuds Services: 1.866.624.1740

24-Hour Crisis Line: 1.877.678.4428

THURSTON-MASON RSN

Serving Mason and Thurston Counties.

412 Lilly Road NE

Olympia, WA 98506-5132

Toll Free: 1.800.624.1234

Public Phone: 360.786.5585

Ombuds Services: 1.800.624.1234 x2982

24-Hour Crisis Line: 1.800.627.2211

TIMBERLANDS RSN

Serving Lewis, Pacific and Wahkiakum Counties.

PO Box 217

Cathlamet, WA 98612-0217

Toll Free: 1.800.392.6298

Public Phone: 360.795.3118

Ombuds Services: 1.866.322.1015

24-Hour Crisis Lines:

Lewis County: 1.800.559.6696

Pacific County: 1.800.884.2298

Wahkiakum County: 1.800.635.5989



Definition List

Community Mental Health Agency (CMHA) – A licensed facility providing mental health services. In this booklet, community mental health agencies will be called agencies.

Durable Power Of Attorney - A "durable power of attorney" by the operation of law in Washington (and in most of the 50 United States) is a power of attorney that contains a clause stating, that the power of attorney shall continue in full force and effect even after the principal is no longer competent to conduct his/her own affairs and thus the durable power of attorney is not revoked by the incompetence of the principal. In any case, the power of attorney is revoked either upon revocation in writing by the principal or the death of the principal.

Emergent Care – Service provided for a person that, if not provided, would likely result in the need for crisis intervention or for hospital evaluation. This may be due to concerns of potential danger to self, others, or grave disability.

Enrollee – A person approved for Medicaid through the Social Security Administration. Enrollees receive a letter of award.

Least Restrictive Alternative (LRA) or Less Restrictive Setting - Outpatient treatment provided to an individual who is not residing in a facility providing inpatient treatment.

Mental Health Care Provider (MHCP) – The person with primary responsibility for implementing an individualized plan for mental health rehabilitation services.

Mental Health Division (MHD) – The division within the state Department of Social and Health Services (DSHS) with responsibility for mental health coordination in the state.

Mental Health Professional - A person who meets the standards defined by Washington State law. Psychiatrists, psychologists, psychiatric nurses and social workers are all mental health professionals.



Definition List

Mental Health Advance Directive (MHAD) - A mental health advance directive is a written document that describes what you want to happen if you become so incapacitated by mental illness that your judgment is impaired and/or you are unable to communicate effectively. It can inform others about what treatment you want or don't want, and it can identify a person to whom you have given the authority to make decisions on your behalf.

Ombuds Service – A person who can help you when you need to file a grievance or fair administrative hearing.
Contact: Fulcrum Institute – 509.624.1740

Outpatient Service – Mental health service provided in the community.

Regional Support Network (RSN) - County or group of counties administering for local public mental health services.

SSDI -Social Security Disability Insurance - SSDI is insurance available to disabled persons who have worked in jobs covered by Social Security and have a medical condition that meets Social Security's definition of disability.

SSI - Supplemental Security Income - SSI is a federal cash benefit program administered by the Social Security Administration (SSA) under Title XVI of the Social Security Act.

Urgent Care – To be provided to persons approaching a mental health crisis.



Acknowledgements

Spokane County RSN would like to extends a special thank you to the following people for their contributions in this project:

Julie Madaffer Consumer Consultation Panel

Nicole Cashon Consumer Consultation Panel

Tisha Anderson Ombuds

Edie Rice-Sauer	RSN Administrator
Christy Hamilton	Mental Health Planner/Evaluator
Fred Buckles	Mental Health Planner/Evaluator
Jim Bell	Mental Health Planner/Evaluator
Kathleen Boyle	Mental Health Planner/Evaluator
Kelley Reinsmith	Mental Health Planner/Evaluator
Rik Godderz	Mental Health Planner/Evaluator
Sandy Manfred	Mental Health Planner/Evaluator
Teresa Wright	Mental Health Planner/Evaluator
Kurt Beilstein	Information Systems
Amanda Papini	Staff Assistant
Sue Caruso	Staff Assistant
Daniel Brumfield	Research and Publication Design

Spokane County RSN would also like to thank the following for their assistance:

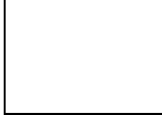
Spokane County Mental Health Advisory Board

Spokane County Consumer Consultation Panel





Spokane County Community Services Department
Regional Support Network
312 W. 8th Avenue Spokane, Washington 99204
Phone 509.477.5722 TDD 509.477.5722



A Consumer Guide for Public Mental Health System in
Spokane County, Washington