



# Spokane County Regional Behavioral Health (Administrative Services Organization)

## Behavioral Health Ombuds Services



Free behavioral health Ombuds services are available to individuals in the Spokane Regional Service Area (RSA) who are receiving or have received behavioral health services funded by the Washington State Apple Health Plan Managed Care Organizations or the Spokane County Regional Behavioral Health (SCRBH) (Administrative Services Organization). The Spokane RSA includes Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens counties.

The Ombuds is an independent service created by state law to work for you and with you in advocating for your behavioral health treatment rights. The Ombuds Service can also be a source of information about Mental Health Advance Directives and self-advocacy.

If you have concerns about the behavioral health services you are receiving, think your rights have been violated, or if you do not agree with a decision that terminates or denies services, contact the Ombuds for assistance.

You can request assistance from the Behavioral Health Ombuds at any point in a grievance, appeal, or administrative hearing process by calling 1 (509) 477-4666 or 1 (866) 814-3409.

The Ombuds services include access to free aids and services to people with disabilities and/or free interpreter services to people whose primary language is not English. If you need these services to communicate with the Ombuds, contact:

Telephone: 1 (509) 477-4570; Toll-Free: 1 (877) 304-7183; TDD/TTY: 711; or Email [SCRBHombuds@spokanecounty.org](mailto:SCRBHombuds@spokanecounty.org).

**[Spanish]** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (509) 477-4570 (TTY: 1 (800) 833-6384).

**[Chinese]** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1 (509) 477-4570 TTY 1 (800) 833-6384。

**[Marshallese]** LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbāl in jipañ ilo kajin ñe aṃ ejjelōk wōñāān. Kaalōk 1 (509) 477-4570 (TTY: 1 (800) 833-6384).

**[Russian]** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1 (509) 477-4570 (телетайп: 1 (800) 833-6384).

**[Vietnamese]** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (509) 477-4570 (TTY: 1 (800) 833-6384).

**[Amharic]** የቋንቋ እገዛ አገልግሎት፣ አስተርጓሚ እና የሰነዶችን ትርጉም ጨምሮ በነጻ ይገኛል። 1 (509) 477-4570 (TTY: 1 (800) 833-6384) ይደውሉ።

**[Ukrainian]** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1 (509) 477-4570 (телетайп: 1 (800) 833-6384).

**[Korean]** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (509) 477-4570 (TTY: 1 (800) 833-6384) 번으로 전화해 주십시오.

**[Cambodian]** ប្រយ័ត្ន៖ បរិស្ថានអនុវត្តន៍ភាសាខ្មែរ សម្រាប់អ្នកដែលមិនចេះនិយាយភាសាអង់គ្លេស ឬមិនចេះនិយាយភាសាចិន គឺអាចមានសំរាប់បម្រើអ្នក ចូរ ទូរស័ព្ទ 1 (509) 477-4570 (TTY: 1 (800) 833-6384)។

**[Punjabi]** ਧਿਆਨ ਦਫਿ: ਜੇ ਤੁਸੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਰਿ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1 (509) 477-5722 (TTY: 1 (800) 833-6384) 'ਤੇ ਕਾਲ ਕਰੋ।

**[Laotian]** : , , , . 1 (509) 477-4570 (TTY: 1 (800) 833-6384).

**[Somali]** Adeego caawimaad luuqada ah, ay ku jirto turjubaano afka ah iyo turjumid lagu sameeyo waraaqaha la daabaco, ayaa lagu helayaa lacag la'aan. Wac 1-(509) 477-4570 (TTY: 1 (800) 833-6384).

**[Tigrinya]** ተርጓሚትን ናይ ዝተፅሓፉ ማተርጓላት ትርጉምን ሓዊሱ ናይ ቋንቋ ኣገዛ ግልጋሎት፣ በዘይ ምንም ክፍሊት ይርከቡ። ብ 1 (509) 477-4570 (TTY: 1 (800) 833-6384) ደውል

**[Hmong]** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1 (509) 477-4570 (TTY: 1-(800) 833-6384).

**[Arabic]** خدمات المساعدة في اللغات، بما في ذلك المترجمين الفوريين وترجمة المواد المطبوعة، متوفرة مجاناً، اتصل على رقم