CHAPTER 20

INFORMATION AND REFERRAL

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CHAPTER 20
INFORMATION AND REFERRAL

20.00 PROGRAM AUTHORITY

State: WAC 388-15-010; 388-15-110

20.10 POLICY

20.11 Purpose of Service

Information and referral services are available to all persons who request services from Community Services Offices (CSOs) by phone, correspondence, or in person. These persons are provided with information and referral as needed, to available services within the department or the community.

20.12 Service Description

A. Information and Referral Services (I&R) responds to the service requests by determining the type of service needed (desired) and linking the individual to the appropriate service.

B. Provision of minimal health support and family planning information is the responsibility of all social service staff. Minimal service means providing names and locations of providers, general program descriptions, and other specific resource information as is available.

20.13 General Policies Related to this Service

A. I&R is available to all persons requesting service.

B. Social Services Application, DSHS 14-139(X), is required only when more than 60 minutes of time is required for the assessment or service.

20.14 Priorities Related to this Service

Respond to persons in emergent need who:

A. Come to the CSO.

B. Contact the CSO by telephone.

C. Contact the CSO in writing.

20.15 Eligibility

I&R is available to all persons without regard to income or recipient category.

20.20 PROGRAM STANDARDS

20.21 Program Expectations/Response Time

A. Respond promptly to all requests for service regarding a serious or imminent threat to the individual or the individual's family.

B. Respond to all other in person or telephone requests for service.

C. Respond to all written requests as soon as possible.

D. Maintain a community resource file in cooperation with other I&R services where they exist.

20.22 Appropriate Program/Service Outcomes

A. All persons requesting services are seen and referred to the appropriate service.

B. All inquiries received by phone or correspondence are answered and referral made if appropriate.

C. Individuals become active service clients if appropriate.

20.30 SERVICE PROCEDURES

A. All requests for service determination will be handled by the service worker receiving the request. The individual may be referred within the agency to other service workers or to community resources. Requests made by active service clients shall be referred to the appropriate service worker. The service worker shall:

1. Communicate with the client and/or inquiring person either in person, by phone, or by letter.

2. Determine whether the individual is an active client or only needs information or referral to available services.

3. If the I&R contact lasts longer than 60 minutes, the appropriate SSDS/SSPS forms, DSHS 14-139(X), DSHS 14-154(X), and DSHS 2-305(X) must be completed.

4. When it is necessary to communicate with a DSHS office in writing or a written referral is made to a community agency and/or resource, use general memorandum form DSHS 2-109(X), Rev. 11-83.

20.60 INTERFACE WITH OTHER DSHS SERVICES

Interfaces with all DSHS social service programs.

Use the following list as a guide to Crippled Children's Services resources:

Crippled Children's Services
LC-12D
Olympia, WA 98504

CRIPPLED CHILDREN'S SERVICES LOCAL AGENCY COORDINATORS

DSHS REGIONS

REGION 1

ADAMS COUNTY HEALTH DEPARTMENT
210 West Broadway
Ritzville, WA 99169
SCAN 537-1206
(509) 659-0090, Ext. 206

CHELAN-DOUGLAS HEALTH DISTRICT
316 Washington Street
Wenatchee, WA 98801
Nancy Smith, PHN, MCH Supervisor
Helen Peterson, PHN, CCS Coordinator
SCAN 565-1424
(509) 663-2105

NORTHEAST TRI-COUNTY HEALTH DISTRICT
(Stevens, Ferry, Pend Oreille Counties)
Mary Selecky, Administrator, CCS Coordinator
SCAN 574-1265

Colville Office
P.O. Box 270
Colville, WA 99114
Jackie Franks, PHN, Nursing Supervisor/CCS Coordinator
SCAN 574-1265
(509) 684-5048

Ferry County Office
P.O. Box 584
Republic, WA 99166
Judy Hutton, PHN, Nursing Supervisor/CCS Coordinator
SCAN 545-6360
(509) 775-3161, Ext. 220

REGION 1 (Cont.)

Newport Office
P.O. Box 490
Newport, WA 99156
Eleanor Chitwood, PHN, Nursing Supervisor/CCS Coordinator
SCAN 545-6361
(509) 447-3175

GRANT COUNTY HEALTH DISTRICT
P.O. Box 37
Ephrata, WA 98823
Kirsten Sweet, PHN, CCS Coordinator
SCAN 551-1403
(509) 754-2011, Ext. 403

LINCOLN COUNTY HEALTH DEPARTMENT
P.O. Box 215
Davenport, WA 99122
Betty Beebe, PHN, Director of Nursing
(509) 725-1001

OKANOGAN COUNTY HEALTH DEPARTMENT
P.O. Box 231
Okanogan, WA 98840
PHN, Director of Nursing
Jill Lewis, CRN, Family Nurse Practitioner
(509) 422-3867

SPOKANE COUNTY HEALTH DISTRICT
West 1101 College Avenue
Spokane, WA 99201
Jean Rose, PHN, CCS Supervisor/Coordinator
Edith Coleman, PHN, CCS Nurse
Pat Terrell, CCS Clerk
(509) 456-5783

WHITMAN COUNTY HEALTH DEPARTMENT
Public Service Building
North 310 Main Street
Colfax, WA 99111
Carol Abbott, Director of Nursing
SCAN 569-1280
(509) 397-3471

REGION 2

ASOTIN COUNTY HEALTH DEPARTMENT
431 Elm
Clarkston, WA 99403
Elaine Lyden, PHN, Director of Nursing
SCAN 545-6354
(509) 758-3344

REGION 2 (Cont.)

BENTON-FRANKLIN HEALTH DISTRICT
506 McKenzie
Richland, WA 99352
Sandy Owen, PHN, MCH/CCS Supervisor
SCAN 526-2389
(509) 943-2614

COLUMBIA COUNTY HEALTH DEPARTMENT
114 North Second
Dayton, WA 99328
Evelyn Gaffney, PHN, Director of Nursing
(509) 382-2181

GARFIELD COUNTY HEALTH DEPARTMENT
Box 130 (189 - 11th Street)
Pomeroy, WA 99347
Lucille Meissner, PHN, Director of Nursing
SCAN 736-4257
(509) 843-3412

KITTITAS COUNTY HEALTH DEPARTMENT
507 Nanum
Ellensburg, WA 98926
Pat Erickson, PHN, Director of Nursing
SCAN 453-3917
(509) 925-1465

WALLA WALLA COUNTY-CITY HEALTH DEPARTMENT
P.O. Box 1753
Walla Walla, WA 99362
Violet Lane, PHN, Nursing Supervisor
SCAN 736-4469
(509) 525-6730

YAKIMA COUNTY
Yakima Valley Memorial Hospital (CCS only)
2811 Tieton Drive
Yakima, WA 98902
Gail Weaver, M.A., CCS Supervisor
(509) 575-8160

REGION 3

ISLAND COUNTY HEALTH DEPARTMENT
P.O. Box 700
Coupeville, WA 98239
Eva Powers, PHN, Director of Nursing
SCAN 241-2285
(206) 678-5111

REGION 3 (Cont.)

SAN JUAN COUNTY HEALTH DEPARTMENT
P.O. Box 607
Friday Harbor, WA 98250
Jo Anne Campbell, PHN, Nursing Supervisor
SCAN 241-2255
(206) 378-4474

SKAGIT COUNTY HEALTH DEPARTMENT
Courthouse
Mount Vernon, WA 98273
Carolyn Milat, PHN, Director of Nursing
SCAN 554-1380
(206) 336-9380

SNOHOMISH HEALTH DISTRICT
Courthouse
Everett, WA 98201
Carol Strandley, PHN, CCS Coordinator
Linda Hartford, CCS Clerk
SCAN 649-9526
(206) 259-9386

WHATCOM-BELLINGHAM HEALTH DISTRICT
509 Girard Street
Bellingham, WA 98225
Ron Snyder, MSW, CCS Coordinator
SCAN 738-2167
(206) 676-6720

REGION 4

SEATTLE-KING COUNTY DEPARTMENT OF PUBLIC HEALTH
Public Safety Building
400 Yesler Building, 7th Floor
Seattle, WA 98104
Beverly Huchala, PHN, CCS Supervisor
Sue Spahr, Administrative Specialist
SCAN 347-4610
(206) 587-4610

REGION 5

BREMERTON-KITSAP COUNTY HEALTH DISTRICT
109 Austin Drive
Bremerton, WA 98310
Hiyam Dupont, PHN, CCS Coordinator
SCAN 356-4776
(206) 478-5262

TACOMA-PIERCE COUNTY HEALTH DEPARTMENT
3629 South "D" Street
Tacoma, WA 98408
Donna Libby, PHN, CCS Coordinator
Dorrie Stowe, CCS Clerk
SCAN 236-4807
(206) 593-4807

REGION 6

CLALLAM COUNTY HEALTH DEPARTMENT
903 East Caroline
Port Angeles, WA 98362
Diann Lavik, PHN, CCS Coordinator
SCAN 632-1278
(206) 452-7831, Ext. 274

COWLITZ-WAHKIAKUM HEALTH DISTRICT
1615 Hudson
Longview, WA 98632
Jean Doyle, PHN, Nursing Supervisor/CCS Coordinator
SCAN 239-2158
(206) 425-7400

GRAYS HARBOR HEALTH DEPARTMENT
2109 Sumner
Aberdeen, WA 98520
Stella Lameroux, PHN, CCS Coordinator
SCAN 579-1011
(206) 532-8631

JEFFERSON COUNTY HEALTH DEPARTMENT
Multi-Services Building, 2nd Floor
802 Sheridan
Port Townsend, WA 98368
Charlleta Handly, PHN, CCS Coordinator
SCAN 632-1284
(206) 385-0722

REGION 6 (Cont.)

LEWIS COUNTY HEALTH DISTRICT
P.O. Box 706
Chehalis, WA 98532
Laraine Anderson, PHN, Director of Nursing
SCAN 365-1329
(206) 748-9121, Ext. 223

MASON COUNTY HEALTH DEPARTMENT
110 West "K" Street
Shelton, WA 98584
Sharon Bisser, PHN, Director of Nursing
SCAN 745-1170
(206) 426-4407

PACIFIC COUNTY HEALTH DEPARTMENT
Box 26
South Bend, WA 98586
Rita Harmer, PHN, CCS Coordinator
(206) 875-6541, Ext. 365

SOUTHWEST WASHINGTON HEALTH DISTRICT
(Clark, Klickitat, Skamania Counties)
2000 Fort Vancouver Way
P.O. Box 1870
Vancouver, WA 98663
Penny Nelson, PHN, CCS Coordinator
Wanda Spicer, CCS Clerk
SCAN 525-2222

THURSTON HEALTH DISTRICT
529 SW Fourth
Olympia, WA 98501
Kathleen Eussen, PHN, MCH Supervisor
Fran Emerson, CCS Clerk
SCAN 266-8076
(206) 753-8076

20.70 INTERFACE WITH NON-DSHS SERVICES

Interfaces with community resources/agencies.

20.99 REQUIRED FORMS AND INSTRUCTIONS

See Chapter 99, Forms, for instructions on this form:

DSHS 2-305(X) Service Episode Record (Rev. 10/78)