Valley Cities

Building healthy communities, one person at a time.

Consumer Handbook

Vision
Valley Cities Behavioral Health Care envisions healthy communities where every person can achieve their fullest potential.

Mission
Compassion, Connection, Community

To make an appointment or for general information call:
253-833-7444

www.valleycities.org
WELCOME TO VALLEY CITIES!

We’re glad you found Valley Cities and are ready to work with us to create the healthy life you desire. Valley Cities is a nonprofit agency offering mental health and substance use services at neighborhood offices located throughout King County.

Our approach is to partner with you to meet goals that you set for your life and health. To meet those goals, we offer individual counseling, group and peer support, psychiatric and primary health care, as well as many additional services, such as housing and employment assistance, and access to other vital social services. All clients are paired with a Care Coordinator to be their point of contact to help you get the services you need at Valley Cities and in the community.

ABOUT VALLEY CITIES COUNSELING

Valley Cities is licensed by the State of Washington as a community mental health center. We are also licensed as a provider of substance use disorder treatment services. We are a private nonprofit organization located in King County, founded in 1965. Our core purpose is to provide the highest quality mental health and substance use disorder treatment services to families and individuals of all ages. Our philosophy of care is consumer-centered and focuses on recovery, resiliency and wellness.

We help individuals and families live healthier and more productive lives by providing care that is flexible and tailored to each person’s particular needs. Our consumers have the opportunity to receive services in group or individual settings, as well as the opportunity to see Mental Health Professionals, Substance Use Disorder Professionals, Care Coordinators, Employment Specialists, Psychiatrists, Nurses, Peer Support Specialists, Housing Specialists, Veterans Specialists, Financial Counselors, and Benefits Specialists.
PHARMACY SERVICES

Clients in our Auburn, Kent, Meridian, and Midway offices have access to on-site pharmacies through partnerships with Genoa Healthcare (Auburn and Kent) and HealthPoint (Meridian and Midway). There you can receive all the services of a typical pharmacy, such as pharmaceutical consultation, prescription authorization, and medication refills.

Consumers may request refills be delivered to our other offices, and will be notified when their refill is ready for pick-up. Check with a member of your care team for this service. Consumers can also request that medications be delivered by mail through Genoa Healthcare. Please speak with your clinician or Care Coordinator if you have questions regarding prescriptions and medication management.

YOU HAVE A CHOICE

Selecting a behavioral health provider is YOUR choice. If at any time you wish to receive services elsewhere, we can help you find a referral. For referral assistance you may speak with your Care Coordinator or call us at 253.833.7444.

You also have the option to change clinicians within Valley Cities by making a request through your current clinician or their supervisor.

GETTING STARTED AT VALLEY CITIES

After receiving your new client packet (which includes this book), you will meet with a Care Coordinator. Don't worry if you are a bit nervous at this point -- this is natural, especially if you have never received counseling or behavioral health services before.

Your Care Coordinator will discuss your needs, the services you are looking for, and help you determine what kind of services you need. With your Care Coordinator, you will begin to develop a plan for your care. Your involvement in developing this plan is important, as your voice is critical in making sure that the services you receive are centered on your needs and
goals. Your Care Coordinator, along with your clinician, will help you identify what you want to work on and help you develop steps to reach your goals.

At the end of your first appointment, your Care Coordinator may want to talk about next steps or other options for care. They may need more information about you, and might request any prior treatment records, a meeting with a member of your family, and/or a consultation with a psychiatrist or other clinicians.

The state of Washington has the right to audit your care at Valley Cities, whether or not your care is publicly funded.

ABOUT YOUR CLINICIAN

Valley Cities employs clinical staff from multiple disciplines, representing a diverse array of specialties. All of our clinicians are registered and/or licensed.

Along with this Consumer Handbook, you receive a Clinician Disclosure Statement that provides information about your clinician. Feel free to ask your clinician any additional questions regarding their training, background or experience.

ABOUT YOUR CARE COORDINATOR

At Valley Cities, all clients are partnered with a Care Coordinator, who works with clients to plan their recovery process, coordinate care among various service providers, and connect individuals to a variety of community resources.

Care Coordination allows clients to have more time and flexibility to concentrate on their recovery. Care Coordinators help connect clients to: mental health services, housing resources, employment, insurance enrollment and primary medical care, legal resources, peer support, substance use treatment, counseling, and much more.
RECOVERY MODEL

All of our treatments and services at Valley Cities are based on the concept of recovery. We view your recovery as a deeply personal, unique process of healing or managing illness. We put your voice at the forefront of your care planning and help you develop your strength and ability to both define and create your own recovery. Our job is to support you as you find your own path to recovery and wellness, not to try to fix you.

The 11 fundamental components of recovery are:

- Self-Direction
- Individualized and Person-Centered
- Empowerment
- Holistic
- Non-Linear
- Strengths-Based
- Peer Support
- Respect
- Responsibility
- Hope
- Resiliency

ABOUT YOUR RECOVERY PLAN

Your initial appointment is an assessment to determine your needs and goals. You and your team will develop a written recovery plan that outlines your recovery goals and your plan to achieve them. Your goals for recovery and completing treatment may involve returning to work or school, managing difficult feelings, socializing and improving relationships, or many other possibilities.
Once you and your team have agreed on your recovery plan, you will be offered a copy of the written plan. You do not need to sign the recovery plan in order to continue services at Valley Cities. Recovery plans often change over time. We’ll ask you to review your recovery plan with someone on your team periodically. This is to help you and your team celebrate your progress and identifies any changes that need to be made to the plan to continue your journey toward your recovery. You may ask a member of your team for a copy of this plan at any time - and we encourage you to do so, as this will ensure we are working together toward the goals you have identified as being important to your success.

We encourage you to write your Wellness Recovery Action Plan (WRAP) to help us work with you more effectively. In developing your own WRAP, you'll identify the wellness tools that will most benefit you. You will also learn how to use these tools when you need them, whether it’s every day or when you have particular feelings or experiences.

**PEER SUPPORT SERVICES**

Valley Cities has peer support specialists available who work as part of our treatment teams to enrich and enhance our services to consumers. Our peer support specialists are self-identified consumers of mental health services who bring their firsthand knowledge and mutual experience to the treatment team. By sharing their personal experiences with recovery, they help our consumers gain hope and self-determination. Examples of the kinds of support our peers provide to consumers include:

- Identifying services and activities that promote recovery and resiliency.
- Supporting you in making your own choices and taking responsibility for your own recovery.
- Helping you build self-advocacy skills.
- Helping you explore networking through existing groups and organizations.
- Helping you navigate the mental health and other systems.
• Helping you build natural supports.
• Encouraging you in developing coping skills.
• Helping you build and maintain community living skills and access community resources.
• Helping you find and retain employment, education, and volunteer work.
• Helping you find other meaningful activities that promote a sense of purpose, structure, and inclusion in the community.
• Helping you identify your strengths, recognize your successes, and build your hope.

Peer support services are available to you at any point in your services. Please let your clinician know if you would like to add peer support to the services you receive with us.

SUPPORT AND EDUCATIONAL GROUPS

Valley Cities offers a variety of support and educational groups that provide a safe and welcoming environment to share and develop skills. We can help you connect with others facing a similar situation. Our groups can help you stay motivated to change and encourage you to stick to your plan when you feel like giving up. Sharing experiences and making connections can make you feel better about life in general, and seeing others make strides in their recovery may give you hope and inspiration in your own recovery process. Speak with a member of your care team to learn more about the available groups that meet your needs.

COMMUNITY RESOURCE ROOMS

The Community Resource Rooms at Valley Cities are completely volunteer-run and contain educational materials and various resources regarding mental health treatment and recovery. In the resource rooms you will find computers, along with one-on-one help, information on Valley Cities groups, community resources, books, and much more.
Resource rooms are located in the Auburn, Enumclaw, Federal Way, Kent, Rainier Beach and Renton sites and are accessible to all consumers, their families, our clinicians, and the community. Hours vary by location, you may call ahead to ensure the resource rooms are open, 253-833-7444.

HEALTH CARE
Your physical health can affect your mental health. We recommend that you receive regular checkups from your primary care physician and also from your dentist to ensure your overall good health.

Please speak with your Care Coordinator, clinician, or your insurance carrier if you are in need of a referral for a primary care physician or dentist.

MAKING APPOINTMENTS
After each session with your clinician, please schedule your next appointment with the Front Desk before you leave, or call the Appointment Line at 253.833.7444. If you leave a voice mail, it will be returned within 24 hours. You may schedule up to three appointments with your clinician and only one with your doctor/prescriber at one time.

OUR WAITING ROOMS
We want our waiting room be a quiet and peaceful place where consumers can prepare for their appointments. To ensure this environment, we ask our consumers to follow these guidelines:

- Please be courteous to other people waiting with you.
- Please respect others and help us maintain a quiet environment.
- Please try to come to your appointment about ten minutes before scheduled. This avoids a last minute rush at the receptionist desk.
• It is our policy that no child under the age of nine shall be left in the waiting/reception area more than 15 minutes, and only then when the clinician needs to speak to the child’s parent/guardian. It is not the reception staff’s responsibility to monitor or supervise the child while in the reception area.

• If you must leave your child(ren) in the waiting room to talk briefly with the clinician, please notify the receptionist.

• “No Soliciting” signs are posted in all waiting rooms. Valley Cities will promptly intervene when any solicitation activity appears to be occurring in the waiting room.

• Valley Cities cannot be responsible for possessions left in the waiting room. Please check to see that you have all of your belongings as you leave the waiting area.

FEEDBACK
You are a partner in your care planning at Valley Cities and your feedback is important in order for us to measure the quality and effectiveness of our care. Your clinician will periodically ask you how we’re doing. We also have suggestion boxes in our lobbies so that consumers can give suggestions anonymously. We encourage you to give us feedback at any time, especially when you feel that our services and treatments could be improved.

Each year our reception staff asks our consumers to measure our performance through a consumer satisfaction survey. Our survey takes only a few minutes to complete and gives us valuable information about how to improve our services.

If the King County Prepaid Health Plan funds your services, you may be contacted by a County representative for a similar consumer satisfaction survey.
QUALITY CHECKS

As a health care consumer, don’t you want to know if your provider is going above and beyond to ensure the safety and quality of your care? Valley Cities has a strong commitment to providing safe, high quality health care and we continually work to improve that care. To make sure we stay on track, we have voluntarily sought accreditation by The Joint Commission. We have had continuous accreditation since 2000 and are committed to continue delivering services at a nationally recognized level.

If at any time you have a concern about the quality of care or safety of our services, please contact your clinician or any agency personnel so that your concern may be addressed.

Additionally, if you would like to contact The Joint Commission regarding your concern, you can do that as well.

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<tr>
<th><a href="http://www.jointcommission.org/report_a_complaint.aspx">www.jointcommission.org/report_a_complaint.aspx</a></th>
<th>Mail: Office of Quality Monitoring</th>
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<tr>
<td>Phone: 800.994.6610</td>
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<td>E-mail: <a href="mailto:patientsafetyreport@jointcommission.org">patientsafetyreport@jointcommission.org</a></td>
<td>One Renaissance Blvd</td>
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<tr>
<td>Fax: 630.792.5636</td>
<td>Oakbrook Terrace, Illinois 60181</td>
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Please note, however, that matters of billing, insurance, payment disputes, personnel issues, or labor relations are not within The Joint Commission's scope. As an accredditor, The Joint Commission can only evaluate complaint information in terms of its relevance to compliance with their standards. The Joint Commission is not the forum for the resolution of individual complaints or disputed matters, nor can they assist to resolve individual concerns. To resolve these types of issues, please see the agency Consumer Complaint Procedure.

CONSUMER COMPLAINT PROCEDURE

You have the right to express concerns about any aspect of your experience with Valley Cities. Your concerns may be taken to any member of our staff, either verbally or in writing. Some issues may be resolved to your satisfaction right away. If not, your complaint will be
considered a grievance. Grievances are formal and involve the King County Behavioral Health and Recovery Division (BHRD). Any consumer, his/her family, significant other or appointed advocate who voices a complaint or files a grievance against Valley Cities shall be free of any form of punishment. Punishment or retaliation for voicing a complaint or filing a grievance is against the law and shall not be tolerated.

We will make every effort to resolve your concerns right away and within our organization. We encourage you to discuss concerns directly with the involved staff person, but you may also request a discussion with their supervisor or any other staff member of your choice.

If at any point you wish to file a grievance, you may do so either in writing or verbally. Grievance forms are available for your convenience but are not required. You may also contact the King County BHRD Ombuds Program at 800.790.8049. They offer support and advocacy services to County mental health consumers. The grievance resolution process shall be concluded within 60 days from the date that the grievance was received.

AUTHORIZATION FOR SERVICES

All consumers who receive services through Medicaid/King County Pre-paid Health Plan (PHP) must meet the state Access to Care criteria. The level of care authorized is based on medical necessity criteria developed by King County BHRD for children, adults and older adults. Grievances regarding denial of access or services should be directed to King County BHRD by contacting their Ombudsman Program at 800.790.8049.

CONFIDENTIALITY

Consumers often wonder if the information they share with their clinician is confidential. State and federal laws protect your privacy. Generally, the information you pass on to a clinician is not discussed outside of your treatment team.
Valley Cities will not disclose information that you have given unless:

- You sign a release of information authorizing us to disclose this information (parents of children twelve (12) and under are responsible for providing this permission).
- Your clinician thinks you are in danger of harming yourself or someone else.
- Your clinician is coordinating care with other health care providers.
- Your clinician has any reason to suspect a child, a developmentally disabled person, or an elderly person is being abused or neglected.
- The release of information is court ordered or otherwise legally required.
- Other reasons for release as allowed or required by law, specified in the Notice of Privacy Practices and the Washington Department of Health booklet Consumer and Counselor Responsibilities and Rights.

Family members or friends cannot see or receive information about your records without a signed release. Your clinician cannot tell them anything without your written permission, but can listen to information they share or give them general information about mental illness and services that are available.

At the time of your first appointment we give you our Notice of Privacy Practices that provides specific information about how your protected health information is used and/or disclosed by Valley Cities. Please review this and contact your clinician if you have questions.

We also ask you to review and sign a financial agreement. In this agreement, there is a release to discuss your case with the County or your insurance company as necessary. This allows us to arrange authorization and payment for your care. You can receive a list of authorized services by requesting one from your insurance company.
Your signature on this form also allows your chart to be audited, if necessary, by agencies that review the quality of care at Valley Cities. These agencies include your insurance company, Medicare, the Joint Commission, and King County Behavioral Health and Recovery Division. It also allows us to consult with other Mental Health professionals when necessary.

**CONSUMER RESPONSIBILITIES**

All individuals associated with Valley Cities are expected to abide by certain rules and procedures to help ensure an environment that is safe and secure without undue disruption and is sensitive to the rights of others. As a consumer of Valley Cities you are expected to follow the rules listed below. Other consumers and Valley Cities staff shall be treated with respect and dignity at all times.

- Consumers will do their part to maintain an environment that is free of intimidation or exploitation.
- Violent, disruptive, or threatening behavior will not be tolerated. Consumers exhibiting such behavior will be instructed to leave and will not be allowed to return to Valley Cities without specific permission from staff.
- Physical damage inflicted on the facility will result in charges being filed against the perpetrator. Repair costs will be billed to any individual responsible for the damage.
- No weapons are allowed on the premises of Valley Cities. Services will be refused until consumers are in compliance.
- Consumers will be expected to participate in recovery planning.
- Consumers will wait in designated areas unless arranged otherwise.
- Illegal drugs and/or alcohol are not allowed on the premises. Consumers who are intoxicated from drugs/alcohol are not allowed on the premises and will be asked to leave.
SERVICE ANIMALS/PET POLICY

According to the Americans with Disabilities Act (ADA), a service animal is defined as “any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items.”

A person with a disability uses a service animal as an auxiliary aid. In compliance with the ADA, service animals are welcome in all agency buildings.

A service animal is not a pet. If you have a disability and use a service animal as an auxiliary aid, you have a responsibility to care for and be in full control of the animal at all times. This generally means that the animal must be leashed or in a carrier when you are in common areas and the animal is expected to be well behaved. If a service animal is unruly or disruptive, we may ask you to remove the animal from the immediate area. If this improper behavior happens repeatedly, we may tell you not to bring the animal into any common area until significant steps have been taken to mitigate the behavior. Mitigation can include refresher training for both the animal and the consumer. Remember, you are liable for any damage the animal causes.

TOBACCO-FREE CAMPUS

Valley Cities is a tobacco-free campus. All Valley Cities campuses, including buildings and parking lots, are smoke, nicotine, marijuana, and tobacco-free. Non-permitted items and activities include all forms of smoking, inhalation, vaping, tobacco use, nicotine delivery, and marijuana consumption. The sale or distribution of nicotine/tobacco/marijuana products, devices, or supplies on Valley Cities campus is prohibited; and the use of nicotine replacement therapy products in a way other than prescribed is also prohibited.

For consumers who are nicotine dependent or at risk for nicotine dependence, Valley Cities provides education that focuses on the health
effects of tobacco use, dangers of secondhand smoke, and access to effective tobacco use cessation programs. We also provide resources for assistance with quitting the use of tobacco products (e.g. patches, gum, or lozenges).

YOUR RIGHTS AS A MENTAL HEALTH CONSUMER

As a person who receives mental health services, you have the right to:

- Be treated with respect, dignity, and privacy.
- Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age, or disability.
- Practice the religion of your choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice.
- Have your privacy protected.
- Develop a plan of care and services that meets your unique needs.
- Participate in decisions regarding your mental health care.
- Receive services in a barrier-free accessible location. Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency, and cultural differences.
- Be free of exploitation, including physical and financial exploitation.
- Request information about names, location, phone numbers, and languages for local agencies.
- Receive the amount and duration of services you need.
- Request information about the structure and operation of the BHO (Behavioral Health Organization)
• Services within 2 hours for emergent care and 24 hours for urgent care.
• Be free from the use of seclusion or restraints.
• Receive age and culturally appropriate services.
• Be provided a certified interpreter and translated material at no cost to you.
• Understand available treatment options and alternatives.
• Refuse any proposed treatment.
• Receive care that does not discriminate against you (e.g. age, race, type of illness).
• Be free of any sexual exploitation or harassment.
• Receive an explanation of all medications prescribed, including expected benefits and possible side effects.
• Make an advance directive which states your choices and preferences for mental health care.
• Receive quality services that are medically necessary.
• Have a second opinion from a Mental Health Professional.
• Request a copy of agency complaint and grievance procedures upon request and to lodge a complaint or grievance with Valley Cities, or Behavioral Health Organization (BHO), if applicable, if you believe your rights have been violated.
• File a BHO appeal based on a BHO written adverse benefit determination.
• File a complaint with the department when you feel Valley Cities has violated a WAC (Washington Administrative Code) requirement regulating behavioral health agencies.
• Choose a mental health care provider or choose one for your child who is under thirteen years of age.
• Change mental health care providers during the first 90 days, and sometimes more often.

• File a request for an administrative (fair) hearing.

• Have all clinical and personal information treated in accord with state and federal confidentiality regulations.

• Request and receive a copy of your medical records and ask for changes.

• Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections.

• Be free from retaliation.

• Be informed that research concerning consumers whose costs of care is publicly funded must be done in accordance with all applicable laws, including state rules on the protection of human research subjects.

• Discuss a concern with the Ombudsman Program, Behavioral Health Organization, or provider if you believe your rights have been violated. If you discuss a concern or file a grievance or an appeal, you must be free of any act of retaliation. The Ombudsman Program may, at your request, assist you in resolving your concerns. The Ombudsman Program phone number is 1-800-790-8049.

• Request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail.

• Receive a copy of Valley Cities’ Notice of Privacy Practices. You may request a copy from any staff member.

These consumer rights are prominently posted in all of our agency waiting rooms.
CULTURALLY RELEVANT SERVICES AND NON-DISCRIMINATION

Valley Cities takes all reasonable steps to ensure that services are acceptable to persons of different backgrounds. It is our policy to provide quality care that is sensitive to each consumer’s unique cultural, ethnic, and personal needs. We do not discriminate based on race, religion, gender, color, ethnic and cultural background, national origin, sexual orientation, age, marital status, ancestry, political ideology, use of guide or service animals, use of Section 8 rent certificate, parental status, physical, mental or sensory disability, HIV status, military service, or ability to pay.

If you feel that you have experienced discrimination at Valley Cities for any of these reasons, you may file a grievance with Valley Cities or with Mental Health Ombuds Services of King County at 206.205.5329.

You can also file a discrimination complaint with external agencies without any retaliation against you by Valley Cities. If you wish to receive more information about where to file a grievance, please ask our receptionist for the “King County Mental Health Division -- Discrimination Complaint Resolution Options” information.

ADVANCE DIRECTIVES

An Advance Directive for Psychiatric Care allows you to state your choices and preferences regarding your physical and mental health treatment if you become unable to make informed decisions. This directive allows others to have written instructions to follow should you experience a psychiatric emergency. A copy will be kept in your record and will be available if it is needed. An Advance Directive lets your family, friends and mental health clinicians or other professionals know what you want when you are unable to express your wishes as clearly as you might like. If you wish to write an Advance Directive for Psychiatric Care, ask your clinician for assistance.
PAYMENTS FOR SERVICES
Payment for all services is required at the time of service. For consumers with Medicaid, your eligibility card must be presented at the time of service.

All sliding-scale services provided to you must be deemed necessary by your treating clinician. Please note that all sliding-scale discounts are supported through charitable contributions and other subsidies – these resources are limited.

You have the right to appeal any decisions to restrict or deny services to you. To do so, please complete a Valley Cities Complaint Form and return it to your clinician or to a front desk receptionist. All appeals of care denials will be reviewed by Valley Cities’ Chief Medical Officer and/or a utilization review committee.

IF YOU ARE UNABLE TO MAKE YOUR APPOINTMENT
If you are unable to come to a scheduled appointment we ask that you call to cancel or reschedule it as soon as possible. You may be charged for cancellations made with less than one business day’s notice. If you do end up missing an appointment, be sure to call in to reschedule so that we know you are still interested in receiving services.

INTERPRETER SERVICES
Valley Cities can arrange interpreter services to help consumers communicate with clinicians and/or psychiatrists. Please ask your clinician if you feel interpreter services would be helpful to you.

EMERGENCIES AND AFTER-HOURS CRISIS SERVICES
In the event of a life-threatening emergency, please call 911 immediately.

If you are in a non-emergent crisis and need to speak with a mental health clinician, you can contact our after-hours crisis team. In these situations that cannot wait until regular office hours, Valley Cities has a clinical team
on call to respond to urgent matters after regular business hours and on weekends and holidays.

The on-call clinician will work with you on your immediate crisis to help you find a safe solution until you are able to follow up with your regular clinician at Valley Cities. This will be a brief phone call that helps you remain safe until you can come in to the office.

Valley Cities’ after-hours crisis service does not replace 911 emergency services such as police, fire, or emergency medical services. If someone is seriously hurt, is in grave danger, has attempted suicide, or there is a weapon involved, call 911 immediately.

Your clinician will help you by developing a crisis plan to outline the best actions to take in the case of a future crisis. Also useful in this way will be your WRAP plan. Some individuals also have a Mental Health Advance Directive. These types of personalized arrangements will help our on-call clinician know what the best approach to take in the event of a crisis.

To access the on-call clinician in an after hours crisis situation, call our Crisis Line at 206.461.3222, or toll-free at 1.866.427.4747. This will connect you to an answering service which will then arrange for the After Hours staff to contact you.

If you experience a mental health crisis during business hours you may contact your clinician by phone or you may come directly to the clinic to be seen. (The person you see may be someone other than your clinician).
VALLEY CITIES INFORMATION

Website
www.valleycities.org

To access services
253.833.7444
TTY
800.833.6384
To schedule appointments
253.833.7444

After-hours Crisis Services
(during non-business hours)
Toll-free
206.461.3222

Auburn Office
2704 “I” Street NE
Auburn, WA  98002
253.833.7444
fax 253.735.9685

Enumclaw Office
1335 Cole Street
Enumclaw, WA 98022
253.833.7444
fax 360.825.5419

Federal Way Office
1336 S. 33rd St.
Federal Way, WA  98003
253.833.7444
fax 253.661.6428

Kent Office
325 West Gowe Street
Kent, WA 98032
253.833.7444
fax 253.520.1799

Lake City at North Helpline Office
12736 33rd Ave. NE
Seattle, WA 98125
253.833.7444

Meridian Center for Health (Northgate)
10521 Meridian Ave. North
Seattle, WA 98133
253.833.7444
fax 206.523.1675
Midway Office, a partnership with HealthPoint
26401 Pacific Hwy S.  253.833.7444
Des Moines, WA 98198  fax 253.839.1344

Pike Place Office
1537 Western Avenue  253.833.7444
Seattle, WA 98101

Rainier Beach Office
8444 Rainier Avenue  253.833.7444
Seattle, WA 98118  fax 206.226.6153

Recovery Place Seattle at Beacon Hill
1701 18th Ave. S.  253.833.7444
Seattle, WA 98144

Renton Office
221 Wells Ave. S.  253.833.7444
Renton, WA 98057  fax 425.226.6153

St. Vincent de Paul – Aurora Office
13555 WA-99  253.833.7444
Seattle, WA 98133

Release of Information/Medical Records  253.833.7444
fax 253.835.9976

Prescription Refill  253.205.0668
fax 253.735.4449

Resource Rooms  253.833.7444
COMMUNITY RESOURCES

Listed below are community resources that you may find helpful. It is by no means a complete list of the services that may be available to you. If you have additional questions about resources for services or referrals, ask your Care Coordinator.

Alliances and Advocates for Mental Illness

- National Alliance on Mental Illness 703.524.7600
- National Alliance on Mental Illness (NAMI – Greater Seattle) 206.783.9264
- National Alliance on Mental Illness (NAMI -- Washington) 206.783.4288
- National Alliance on Mental Illness (NAMI – South King County) 253.854.6264

Alcohol/Drug Information/Treatment

- Alcohol/Drug 24-hour Help Line 206.722.3700
- Alcoholics Anonymous 206.587.2838

Dental Resources

- Community Health Access Program (CHAP) 800.756.5437
- Auburn Community Dental 253.804.8713
- Federal Way Dental Center 253.874.7646
- Kent Community Dental Clinic 253.796.4071

Emergency Shelters, South King County

- Women and Children - Crisis Clinic 206.431.3222
  TTY only 206.461.3219
- Multi-Service Center
  Kent 253.854.4406
  Federal Way 253.838.6810
• YWCA South King County Regional Office 425.226.1266

Low-Income Housing Resource Websites

• King County Housing Authority www.kcha.org
• Low Income Housing Institute www.lihi.org
• AptFinder.org www.aptfinder.org
• Downtown Action to Save Housing www.dashhousing.org

Hospitals

• St. Francis 253.835.8100
• Valley Medical Center 425.228.3450
• Auburn Regional Medical Center 253.833.7711
• Navos Inpatient Services 206.933.7299
• Harborview Medical Center 206.744.3000
• Seattle Children’s Hospital 206.987.2000

King County Department of Mental Health

• Main Number 206.263.9000
• OMBUDS Program/Grievances Line 206.205.5329
• Suicide Hotline 1.866.427.4747

Washington State Department of Health

At any time, you may contact the Washington Department of Health to make a complaint about a health care provider.

• Health Systems Quality Assurance 360.236.4700
  Complaint Intake
  PO Box 47857, Olympia, WA 98504-7857
  Email: HSQAComplaintIntake@doh.wa.gov
Transportation
- Metro Transit Customer Assistance 206.553.3000

Older Adults
- Adult Protective Services 866.221.4909
- Alzheimer’s Association 800.272.3900
- Senior Services of King County 206.448.3110
- COPES 206.341.7750
  (Community Option Program Entry Systems)

Women/Family Resources
- Child Care Resources 206.329.5544 800.446.1114
- Child Protective Services (South County) 866.363.4276
  King Co. South DCFS Office 253.372.5930
  Afterhours 800.562.5624
- Domestic Abuse Women’s Network 425.656.7867
- Planned Parenthood 206.328.7734 800.230.7526
- King County Sexual Assault Resource Center 425.226.5062 888.998.6423

Other Resources
- Lifelong AIDS Alliance 206.328.8979
- Social Security Administration 800.772.1213
- The Trevor Project (LGBTQ Crisis Line) 866.488.7386
- Veterans Affairs Medical Center 206.762.1010
- King County Information & Referral Search 2-1-1
- Website www.211.org
Valley Cities Service Sites:

Auburn
2704 “I” Street Northeast, Auburn, WA 98002

Enumclaw
1335 Cole Street, Enumclaw, WA 98022

Federal Way
1336 S. 336th St., Federal Way, WA 98003

Kent
325 West Gowe Street, Kent, WA 98032

Lake City at North Helpline
12736 33rd Ave. NE, Seattle, WA 98125

Meridian Center for Health (Northgate)
10521 Meridian Ave. N., Seattle, WA 98133

Midway – Valley Cities & HealthPoint Partnership
26401 Pacific Hwy S., Des Moines, WA 98198

Recovery Place Seattle at Beacon Hill – Inpatient
1701 18th Ave. S., Seattle, WA 98144

Rainer Beach
8444 Rainier Ave., Seattle, WA 98118

Renton
221 Wells Ave. South, Renton, WA 98057

St. Vincent de Paul – Aurora
13555 WA-99, Seattle, WA 98133

For appointments, access, and general information: 253-833-7444
TTY Service: 800-833-6384

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