

# RESOURCES

## **Adult Protective Services**

1-800-459-0421 OR 509-323-9400

(TTY) 1-509-568-3086

Fax: 509-458-3558

Website: <http://www.dshs.wa.gov/APS/>

APS protects vulnerable adults by investigating allegations of abuse, neglect, abandonment, and financial exploitation when the person lives in their own home. APS conducts an investigation at no charge and without regard to the income of the alleged victim. Some protective services may be provided without cost. Contact them any time you suspect a vulnerable adult living in his/her own home may be being harmed.

- Respite care so caregivers can have a break.

## **Area Agency on Aging (AAA)**

### **Aging & Long Term Care of Eastern WA (ALTCEW)**

1222 North Post

Spokane, WA 99201

509-458-2509

Fax: 509-458-2003

Website: <http://www.altcew.org/default.asp>

AAA's help older adults plan and find additional care, services, or programs. Help can range from getting services for a frail adult so he/she can remain at home to providing access to activities and socialization through programs like senior centers. They also provide support and services to the family or friends helping to care for older adults.

AAA offices are a tremendous resource and one of the best places to start for any adult over 60 who needs or wants additional support or services. Your local AAA staff are experts on what services and supports are available where you live. AAA staff can help assess the current situation and plan for what is needed. They are also a valuable resource for family or friends who are providing care to an aging adult and need information, support, and/or respite services.

## **Alzheimer's Association: Inland Empire Chapter**

110 W. 5<sup>th</sup> Suite #256

Spokane, WA. 99204

509-473-3390

Non-profit organization dedicated to education, patient and family services, advocacy, and research of Alzheimer's disease.

### **Care Cars For Elders (Elder Services)**

5125 N. Market St.  
Spokane, WA. 99217  
509-458-7450

Volunteer transportation to medical services for frail elders unable to use other forms of transportation.

### **Center for Justice**

509-835-5211

The Center for Justice is a gathering of dedicated attorneys, paralegals, legal interns, and others who - along with volunteers from local high schools, colleges, universities, and the community - believe that justice truly is for all. Through legal advocacy for people and issues others cannot or will not take on, they seek to foster dignity for everyone. Their work encourages right relationships between citizens and their government, between environmental and economic health, and among all our community's citizens.

### **COPES Personal Care Program (Elder Services)**

5125 N. Market St.  
Spokane, WA. 99217  
509-458-7450

Long term care case management. Medicaid program provides personal care/household assistance to functionally impaired persons.

### **Elder Services/Spokane Mental Health**

5125 North Market Street  
Spokane, WA 99207  
(509) 458-7450  
Website: <http://www.altcew.org/default.asp>

Spokane Mental Health's Elder Services is a primary access point in Spokane County for services and resources that promote independence and enhanced quality of life for home dwelling older adults, especially those who are at-risk and isolated. Elder Services provides seamless, cost effective, and consumer oriented services that include in-home interdisciplinary clinical case management; psychiatric/medication management; telephone information and assistance; caregiver support that includes Respite, Family Caregiver Support and Kinship Care; volunteer escort special transportation; and Medicaid Waiver (COPES) case management.

## **Family Caregiver Support Program**

509-458-7450

The Family Caregiver Support Program supports unpaid caregivers of older adults and grandparents or relative caregivers of children. Providing unpaid care to a family member or friend can be emotionally and physically draining and can be an isolating time. Staff with the FCSP program can provide information, support, and services that can be a lifesaving resource. Services are free or low cost and generally include:

- information and help getting services;
- caregiver support groups and counseling;
- caregiver training and education

## **Home and Community Services**

Spokane HCS

1330 N. Washington Street, Suite 3000

Spokane WA 99201

(509) 323-9400 or 1-800-459-0421

FAX# (509) 458-3558

TTY# (509) 456-2827

Home and Community Services is part of the Aging and Disability Services Administration, an agency within the Department of Health and Social Services (DSHS). At the local level, HCS staff help adults who need care services but may need state funds (Medicaid) to help pay for them. If the person is eligible for Medicaid, an HCS case manager will work with the adult to decide what additional care is needed and develop a care plan based on his/her needs. Your local HCS staff are experts on the services and support available where you live. HCS offices are a tremendous resource and the best place to start for an adult who may need help paying for long term care due to a medical or disabling condition.

## **Long Term Care Ombudsman**

Linda Petrie

Eastern Washington LTC Ombudsman

500 S. Stone

Spokane, WA. 99202

(509) 456-7133 or 1-800-660-7133

Email: [petrie@snapwa.org](mailto:petrie@snapwa.org)

The Washington State Long-Term Care Ombudsman Program protects and promotes quality of life for people living in licensed, long-term adult care facilities (e.g. adult family home, boarding home, nursing home). An ombudsman:

- Advocates for the rights of clients in adult care facilities;
- Works with clients, families and facility staff to meet the needs and concerns of the people living there; and
- Provides a way to get complaints and concerns heard and resolved

A local ombudsman is an excellent resource for information and help and is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility. Call them if there is a problem you can't resolve or you need another knowledgeable resource that works in the long-term care community.

**Lutheran Community Services Northwest-SAFeT Response Center-Victims Rights Response Team:**

210 W. Sprague Ave.  
Spokane WA 99201

24-hour crisis line 624-RAPE (7273)  
Business line 747-8224

**Meals On Wheels**

1222 W 2nd Ave  
Spokane, WA 99201  
(509) 456-6597

To Promote independent living of Spokane's senior citizens and home bound through outreach in: Nutrition, Advocacy, Education and Recreational services through the Meals On Wheels Program and the Mid-City Senior Center.

**Paratransit Division: Spokane Transit**

1230 W. Boone  
Spokane, WA. 99201  
509-325-6026  
TDD 509-327-6055

A shared-ride, wheelchair accessible transportation service for ADA eligible persons who are unable to use Spokane Transit Authority accessible, life-equipped busses.

**Residential Care Services (DSHS)**

316 W Boone, Ste 170

Spokane, WA 99201

(509) 323-7300

Fax: (509) 329-3993

Number to Report Abuse or Neglect in Licensed Long-Term Care Settings: 1-800-562-6078

Website: [www.adsa.dshs.wa.gov](http://www.adsa.dshs.wa.gov)

Residential Care Services (RCS) is a division within the Aging and Disability Services Administration (DSHS) that licenses and certifies adult family homes, boarding homes, nursing homes, supported living facilities and Intermediate Care Facilities for Persons with Mental Retardation. In addition to regular licensing inspections, RCS conducts investigations related to allegations of abuse, neglect, misappropriation of resident funds, and violations of federal and state requirements.

**Senior and Vulnerable Adult Services (Catholic Charities)**

1212 W. Sharp

Spokane, WA. 99201

509-328-8400

Support services for low-income elderly and adults with disabilities to improve the quality of life and promote independent living in their homes.

**Senior Energy Outreach Program: SNAP**

PO Box 3727

Spokane, WA. 99220

509-495-4086

Provides energy assistance to Avista customers age 60+ on a fixed income.

**University Legal Assistance**

Gonzaga University

721 N. Cincinnati

Spokane, WA. 99202

(509) 313-5791.

- University Legal Assistance (ULA) gives preference to low income individuals who apply.
- ULA provides representation, advice and counseling without charge to low-income persons 60 years of age and older.
- Cases are handled by second and third-year law students under the direct supervision of attorneys.
- Representation includes civil legal matters such as:
  - Government benefits
  - Health
  - Housing
  - Family Law
  - Consumer Protection
  - Employment
  - Estate Planning

**Washington State Attorney General's Office: Elder Protection Programs:**  
1-800-551-4636

**Senior Fraud:**

Older adults are often prime targets for dishonest firms which deliberately prey on the goodness, loneliness, greed, or gullibility of people who have reached their golden years. Many of these scams are played out over the telephone, door to door or through various advertisements.

**With Death:**

Designed to help you and your loved ones deal with the "business" processes surrounding a death in the easiest and simplest manner possible.

**Medicaid Fraud:**

Investigates and prosecutes Medicaid provider fraud where the Medicaid program has been falsely billed. Prescription Drug Prices Health care costs have skyrocketed over the last several years. Among the hardest hit are senior citizens who often have to stretch their fixed-incomes to fill necessary prescriptions.

**YWCA Alternatives to Domestic Violence:**

930 N Monroe  
Spokane WA 99201

24-hour crisis line and safe shelter 326-CALL (2255)  
Counseling Center/Civil Legal Program 789-9297  
Legal Advocates 835-4540