

# BRIDGES

## Behavioral Health Ombuds Service

Serving Clallam, Jefferson,  
and Kitsap Counties

BRIDGES  
Behavioral Health Ombuds  
9004 Washington Avenue NW  
Silverdale, WA 98383

Email: [ombuds@kitsapdrc.org](mailto:ombuds@kitsapdrc.org)  
Call: 360.692.1582  
Toll free: 888.377.8174  
Confidential Fax: 360.692.1595

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or write

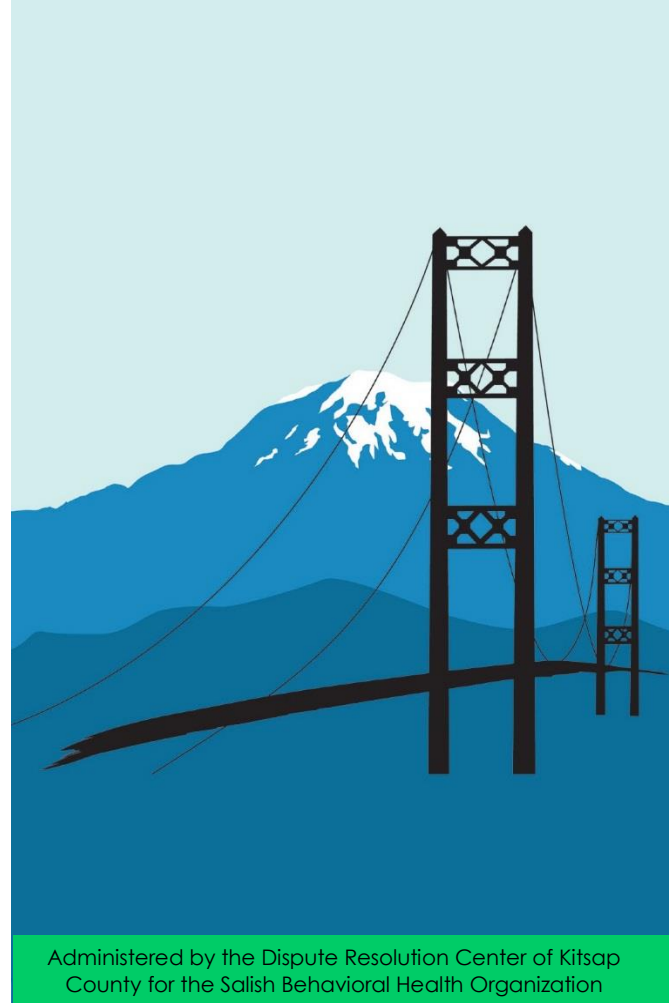
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**Behavioral Health Ombuds**  
**9004 Washington Avenue NW**  
**Silverdale, WA 98383**  
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Administered by the Dispute Resolution  
Center of Kitsap County for the Salish  
Behavioral Health  
Organization



[www.kitsapdrc.org](http://www.kitsapdrc.org)

(rev. 08.9.16)



Administered by the Dispute Resolution Center of Kitsap  
County for the Salish Behavioral Health Organization

### What Is An Ombuds Service?

Washington State established an independent Ombuds service to create a bridge between the client, their concerns or issues, and the providers of mental health and substance use services.

Ombuds can provide information, assistance, and support to you for grievance resolution, appeals, and the fair hearing process.

### What Can The Ombuds Do?

- Assist you in navigating the Behavioral Health System.
- Help you find the information you need to access the appropriate services.
- Assist you in contacting the right person or department to help resolve a problem.
- If an issue cannot be resolved we can assist you in filing a grievance.
- We can provide support during the grievance and fair hearing process.
- Follow through to see that your concerns are resolved and that you are kept informed of the process.
- Provide you with information and education on your client rights.
- Connect you with consumer rights services.
- Connect you to other resources in the community.

### What is a Grievance?

A grievance is dissatisfaction with mental health or substance use services as expressed by an enrollee or authorized representative. You have the option to file a grievance with your agency or with the Salish Behavioral Health Organization (SBHO).

If you choose to file with your agency, you are entitled to a resolution within 90 days. If not satisfied with the resolution, you can file your grievance with the SBHO.

If you choose to file your grievance directly with the SBHO, the grievance is resolved when the SBHO makes a decision. They will provide a written resolution to your grievance within 90 days.

If the grievance cannot be resolved to your satisfaction, you have the right to file a Fair Hearing with the State Office of Administrative Hearings through DSHS.

The Ombuds provides support at all levels of the Grievance process by helping communicate the issue and your preferred outcome. If needed, the Ombuds can assist with the fair hearing process.

## Are There Fees for Ombuds services?

There are no fees associated with any Ombuds service.

## Who Is Eligible?

Adults and children who reside in Clallam, Jefferson, and Kitsap Counties who are eligible for or receive publicly funded mental health/substance use services may use the Ombuds service.

## What Can You Do To Help Resolve Your Concern?

Try talking to the person who has caused you to feel dissatisfied with your services as your first attempt to reach an agreement.

If this is not satisfactory, consider what would be a fair resolution. Call the agency or The Salish Behavioral Health Organization and tell them you want to file a grievance.

The Ombuds can assist you at any point in the grievance process.

## How Can You Reach The BRIDGES Ombuds Service?

By phone at:  
360.692.1582 OR 888.377.8174

By email at:  
[ombuds@kitsapdrc.org](mailto:ombuds@kitsapdrc.org)

By appointment, in our office at:  
9004 Washington Ave NW  
Silverdale, WA 98383

## Regional Resources

- **Crisis Clinic of the Peninsulas**  
360-479-3033 - 24 hours  
800-843-4793 - 24 hours

## Statewide Resources

- **Washington Information Resource Line**  
2-1-1 or 866-736-9634 - 24 hours
- **Washington Recovery Helpline**  
866-789-1511 - 24 hours
- **National Alliance on Mental Illness (NAMI) Washington**  
800-782-9264

## County Resources

### Clallam County

- **Olympic Community Action Programs (OlyCAP)**  
360-452-4726  
800-464-2571
- **Clallam National Alliance on Mental Illness (NAMI)**  
360-452-5244

### Jefferson County

- **Olympic Community Action Programs (OlyCAP)**  
360-385-2571  
800-464-2571
- **Jefferson National Alliance on Mental Illness (NAMI)**  
360-385-1716

### Kitsap County

- **Kitsap Community Resources (KCR)**  
360-478-2301
- **Kitsap National Alliance on Mental Illness (NAMI)**  
info@namikitsap.org

## **Complete and submit this form for release of medical records\*\***

I, \_\_\_\_\_, hereby authorize BRIDGES Ombuds Service, serving the Salish Behavioral Health Organization area, to exchange and/or discuss mental health/substance use information and review my records to assist me in filing a grievance I have with: Agency:

\_\_\_\_\_  
Please check grievance preference:  Agency  SBHO  
 Not including HIV, STD information

Checking this box may delay access to records for up to 15 days.

Individuals I would like Ombuds to speak with, in addition to agency(s) listed:

\_\_\_\_\_  
Telephone #: \_\_\_\_\_

\_\_\_\_\_  
Telephone #: \_\_\_\_\_

I understand that my records are protected under federal, state, and local law, and they cannot be disclosed to anyone without my written consent. This consent will expire in 90 days from date of signing or may be revoked at any time at client request.

(In accordance with RCW chapters 70.02, 71.05, 71.24; WAC 388-865-0115 and -0250; and the Public Disclosure Act)

Client's Signature

Date

Note: If the client is under 13 years of age, or is an adult with a court appointed guardian, the client's parent or guardian must sign this release.

Parent or Guardian Signature

Date

Client's Name

Date of Birth

Phone

Address

**Submit to:** BRIDGES - 9004 Washington Avenue NW, Silverdale, WA 98383

or

**Fax to:** 360.692.1595

\*\*A copy or fax shall be considered valid in lieu of original\*\*