

Island County Disability Resource Guide



**Resources, Information & Support For Families In
Island County, Statewide And Throughout The Region**



PARENT to PARENT

This and other resource guides are available in English and Spanish on our website: <https://www.islandcountywa.gov/198/Parent-to-Parent>

*Island County Autism Spectrum Disorder Resource Guide

*Island County Behavioral Health Resource Directory

*Island County School Age to Adulthood Transition Guide

They say “*It Takes A Village*”, but in Island County,

“*It Takes Two Islands*”

Navigating various complex systems can be overwhelming at times.

Another saying is “**You Don’t Know, What You Don’t Know**”.

This guide can help you and your family on your journey.

We provide a comprehensive list of resources for families with special needs/disabilities in Island County. Information on resources, opportunities & support in our community.

Family Support



Support and Resources for Special Needs families in Island County
Island County Parent to Parent: Tiffany Wheeler-Thompson,
(360)632-7539 call/text t.wheeler-thompson@islandcountywa.gov
<https://www.islandcountywa.gov/198/Parent-to-Parent>

We walk along side those parenting children/adults with developmental delays and/or special healthcare needs. Connecting them with peer support, information, resources so they can take the next step. We offer you choices, access, diversity, promote inclusions and supports available.

For an online, updated and printable versions of this guide available in English and Spanish, visit our website

Open Camera App and Scan Codes for Websites

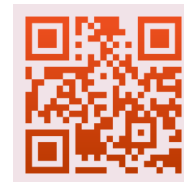
**Island County
Parent to Parent**



**Island County Parent to
Parent Facebook Page**



**Island County Autism
Resource Website**



This Guide offers you choices, access, diversity, promote inclusion and supports available. If you have questions, please contact Tiffany Wheeler-Thompson with Island County Parent to Parent Program. (360)632-7539 call/text. t.wheeler-thompson@islandcountywa.gov

[Island County Autism Spectrum Disorder \(ASD\) Resources for Families Website](https://www.pilotace.org)

Autism Partnership of Island County presents an Island County ASD website of resources for families. Have a concern? Need a screening? Need resources? Need support? <https://www.pilotace.org>

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FEDERAL ASSISTANCE

Social Security Administration (SSA) (800)772-1213 <https://www.ssa.gov>

- **Supplemental Security Income (SSI) (800)772-1213** <https://www.ssa.gov/ssi>

Supplemental Security Income (SSI), a program administered by the Social Security Administration (SSA), pays benefits to disabled adults and children who have limited income and resources. A cash benefit program to help with daily living expenses, A child younger than age 18 can qualify if his or her family's income and resources fall within the eligibility limits and he or she meets SSA's definition of disability for children. For some conditions, if the child is eligible based on the family's income and resources, SSI payments are granted right away, while the agency decides whether he/she meets the disability definition. If the agency decides that the child's disability is not severe enough for SSI, the family will not have to pay back the SSI payments that the child received. **Tip:** the hold times are much longer at the beginning of the month.. Holds can be up to 2 hours and sometimes you can't even be put on hold. *US Citizen *Medically Disabled *Apply at age 18 or younger based on income

SSA: Eligibility Determination Services Office Locations

Mount Vernon Office serves North Whidbey Island 710 E College Way, Mt. Vernon 98275 (866)931-7108


Everett Office serves South Whidbey Island and Camano Island 3809 Broadway, Everett 98201 (866)563-4595

- **Social Security Disability Insurance SSDI/DAC (800)772-1213**

Social Security Disability Insurance (SSDI) *Paid into system through employment *Or based on parents *Medicare. Social Security program that pays monthly benefits to you if you become disabled before you reach retirement age and aren't able to work. Some people know it as "workers disability."

<https://www.ssa.gov/benefits/disability/>

Social Security Disability Insurance	Supplemental Security Income
Payments come from the Social Security trust funds and are based on a person's earnings.	Payments come from the general treasury fund, NOT the Social Security trust funds. SSI payments are not based on a person's earnings.
An insurance that workers earn by paying Social Security taxes on their wages.	A needs-based public assistance program that does not require a person to have work history.
Pays benefits to disabled individuals who are unable to work, regardless of their income and resources.	Pays disabled individuals who are unable to work AND have limited income and resources.
Benefits for workers and for adults disabled since childhood. Must meet insured status requirements.	Benefits for children and adults in financial need. Must have limited income and limited resources.

 Securing today and tomorrow SocialSecurity.gov

Benefits U: Answers About Public Benefits

BenefitU is currently offering benefits planning services and referral support in all counties across Washington State. <https://www.benefitu.org/benefits-information-for-individuals-and-families/>

WASHINGTON STATE ASSISTANCE

- **Department of Social and Health Services (DSHS)**

<https://www.dshs.wa.gov> (877)501-2233

Island County Community Service Office (877)501-2233 275 SE Pioneer Way #201, Oak Harbor

Here is a list of what DSHS can help you with:

- Apply for benefits such as Basic Food, Child Care, Cash, TANF, SSI, Disability Medicaid
- Submit documents requested by your caseworker
- Have an in-person interview or benefits review
- Report changes for any of your benefits
- Meet with a WorkFirst or Social Services case manager
- Access public computers

Each administration within DSHS:

- 1) Aging and Long-term Support Administration – to transform lives by promoting choice, independence and safety through innovative services.
- 2) Behavioral Health Administration – to transform lives by supporting sustainable recovery, independence and wellness.
- 3) Developmental Disabilities Administration – to transform lives by creating partnerships that empower people.
- 4) Economic Services Administration – to transform lives by empowering individuals and families to thrive.
- 5) Rehabilitation Administration –to transform lives by creating pathways for self-sufficiency through meaningful partnerships, employment, new opportunities and effective rehabilitation.
- 6) Financial Services Administration – to transform lives by promoting sound management of Department resources.
- 7) Services and Enterprise Support Administration – to transform lives by helping those who serve succeed.

- **Developmental Disability Administration (DDA)** <https://www.dshs.wa.gov/dda>

Island County Region 2 (800) 788-2053 Eligibility and Intake: (360)853-5791

Everett: (425)740-6400 Mt. Vernon (360) 429-3103 Email: DDA2IETTEAM@dshs.wa.gov

A division of DSHS. Assists individuals with developmental disabilities and their families to obtain services and supports based on individual preference, capabilities and needs. Services are based on DDA guidelines and available funding. <https://www.dshs.wa.gov/dda/developmental-disabilities-administration-services-programs>

Early Intervention Services (birth-3)	Case Management	Employment Support (as available)
Supported Living Program	Adult Family Home Referral	Personal Care Services
DD Endowment Special Needs Trust Fund		

- HCS - Home & Community Services**

Services seniors and adults with disabilities who do not qualify for DDA *COPES (Physical Needs) *MPC (Personal Care) Island County (866)608-0836
<https://www.dshs.wa.gov/dda/consumers-and-families/home-and-community-based-waivers-hcbs>
- CSO - Community Service Office** (877)501-2233 www.dshs.wa.gov

*Medicaid *Childcare *Food Stamps *Financial *Employment/Training. Island County in Oak Harbor
- Long Term Services & Info** (360)676-6749

*Long Term Care Housing *In-Home Care for Adults *Caregiver Resources *Northwest Regional Council
- DVR - Division of Vocational Rehabilitation** (800)637-5627 <https://www.dshs.wa.gov/dvr>

Employment and training for persons with disabilities who want to work. Begins working with students in their final year of school preparation for employment. Island County Coordinator Karen Christian karen.christian@dshs.wa.gov (564)900-0407
- DSB Department of Services for the Blind** (800)552-7103

Services to support home, school, mobility & employment. www.dsb.wa.gov
- Community Services for the Blind** (800)458-4888
- Community Services for the Deaf/Hearing Impaired** (877)301-0006
- Learning Disability Association of Washington** (425)882-0820

Provides a referral service for individuals with learning disabilities

ISLAND COUNTY ASSISTANCE

- Island County Developmental Disabilities** (360)678-7883 This program coordinates, funds, and manages local services for children from birth to three and for adults 21 and over who have developmental disabilities. We work actively with families, schools, the business community, as well as local, state, and federal governments to facilitate full contribution for all citizens who experience developmental disabilities.

Contracts with Community Providers Include: Early Intervention Services (Birth—Three) * Employment Providers (Job Development/Coaching)

Our underlying belief is that all individuals with developmental disabilities have the skills, interests, and talents to enhance their community and have a responsibility to do so. We also know that employment is a powerful way to contribute both to the larger community as well as to continue to grow and learn. Program coordinator, Mike Ezzell (360) 678-7883 or MikeEt@islandcountywa.gov

Island County Human Services (360)678-7880

Developmental Disabilities	Parent to Parent	Outreach Behavioral Health
Early Childhood Behavioral Health	Prevention	Veteran’s Assistance
Opioid Outreach	Housing Assistance	

Parent to Parent Provides Resources, Information & Support For Families In Island County,



Emotional Support and Resources for families raising and supporting children/adults with developmental delays, chronic health care needs and/or disabilities. We offer trained Helping Parents who parenting experiences/ journey similar to yours. *Informacion en Espanol, Padres a Padres page 28



Mission

We walk alongside those parenting children with developmental disabilities and/or special health care needs, connecting them with peer support and information so they can take the next step.

Parent to Parent No Cost Services

- Support
- Resources
- Newsletters
- Support Meetings
- Educational Workshops
- Social/Recreational Events
- Presentations in our Community

Call/Text (360)632-7539 <https://www.islandcountywa.gov/198/Parent-to-Parent>

Island County Autism Spectrum Disorder Resource Website

Autism Partnership of Island County presents an Island County ASD website of resources for families. Have a concern? Need a screening? Need resources? Need support?

<https://www.pilotace.org>



This resource guide is presented by Island County Parent to Parent, Island County Developmental Disabilities and Island County Human Services. This and other resource guides are available on our website: <https://www.islandcountywa.gov/198/Parent-to-Parent>

FAMILY SUPPORT

Children & Youth With Special Healthcare Needs: Island County (CYSHCN)

Island County Public Health, Desk Phone: **360-678-7939**, Cell Phone: **360.544.2371**

Information for families and professionals focusing on children with special healthcare needs who have chronic physical, developmental, behavioral or emotional conditions.

Washington State: <https://doh.wa.gov/you-and-your-family/infants-and-children/health-and-safety/children-and-youth-special-health-care-needs>

Island County: <https://www.islandcountywa.gov/180/Community-Health-Services>

Caregiving After Diagnosis https://issuu.com/wakidsrise/docs/parent_caregiver_handbook_project_-_lend_stohr

SUPPORT/SOCIAL/SELF ADVOCACY GROUPS

**Most of these support groups have a Facebook Page as well. Island County Parent to Parent, PAMI and WA Father's Network. Great resources, information and support offered on these pages.

- **NAS Whidbey Island: Exceptional Family Member Program EFMP**
(360)527-5266 Resource, information and support group for military families
- **Padre Apoyando Motivando Informando PAMI**
(787)529-6788 Spanish Support Group. Meets in Oak Harbor Email: pamiespanol@gmail.com
- **People First of Washington**: pmmdfm@cablespeed.com (360)720-4918
Support and advocacy for adults with disabilities that meets monthly for support, advocacy skills and social events.
- **Flying Fingers Deaf & Hard of Hearing Social** Langley Susan (360)221-0383
- **Washington Father's Network**: <https://fathersnetwork.org>
Mike Etzell (360)678-7883 Information & resources for fathers raising a child with special needs.
- **Family Caregivers Support Program** Coupeville (360)678-4886, SW (360)321-1600, OH (360)675-0311, Camano (360)678-4886
- **Mother Mentors**: (360)321-1484 (888)265-6151 Free mentoring and play support for mothers, fathers, and other parental caregivers www.mothermentors.org

CAREGIVER/KINSHIP SUPPORT

- **Kinship Caregiver Services (part of Northwest Regional Council)**
www.nwrcwa.org/kinship-caregiver-services (800) 317-5427 or (360) 676-6577
Grandparents and other family members raising a relative's child are known as Kinship Caregivers. Kinship Caregivers are often unaware of available support. Kinship Navigators connect Caregivers with community resources, including healthcare, financial and legal services, support groups and emergency funds. Almost all Kinship Care families qualify for some benefits. Kinship Navigators provide crucial links between Kinship Caregivers and these services, to help create healthier environments and keep children out of the child welfare system. AARP GrandFacts: State fact sheets for grandparents and other relatives raising children
<http://www.aarp.org/relationships/friends-family/grandfacts-sheets>
- **Washington State Department of Social and Health Services Kinship Care**
<https://www.dshs.wa.gov/altsa/home-and-community-services-kinship-care/kinship-care>
The financial, legal, and emotional issues of raising a relative's child can be challenging. Services and support when raising a relative's child can be a lifesaver. Getting answers to questions and finding services, programs, and support can be confusing and overwhelming. We are here to help.
- **The Sibling Support Project** <https://www.siblingsupport.org>
The Sibling Support Project is a national program dedicated to the life-long concerns of brothers and sisters of people with special health, developmental, and mental health concerns.
- **Family Caregivers Support Program** Coupeville (360)678-4886, SW (360)321-1600, OH (360)675-0311, Camano (360)678-4886

The Sibling Experience packet, video and info for siblings, by Sesame Street:

<http://autism.sesamestreet.org/brothers-and-sisters>

<http://autism.sesamestreet.org/wp-content/uploads/2015/08/SiblingGuide.pdf>

- **Grandparent’s Guide to Autism” and “Friend’s Guide to Autism**
<https://www.dshs.wa.gov/altsa/home-and-community-services-kinship-care/kinship-care>
A Friends Guide to Autism <https://www.autismspeaks.org/sites/default/files/Friends%20Guide%20to%20Autism.pdf>
<https://www.autismspeaks.org/tool-kit/friends-guide-autism>
- **Children and Youth with Special Health Care Needs**
 Island County Public Health, Desk Phone: (360)678-7939, Cell (360)544-2371
 Information for families and professionals focusing on children with special healthcare needs who have chronic physical, developmental, behavioral or emotional conditions. They provide: Information and resources, Program evaluation and needs assessment, Health education and training, Finding support and making connections
 Washington State: <https://doh.wa.gov/you-and-your-family/infants-and-children/health-and-safety/children-and-youth-special-health-care-needs>
 Island County: <https://www.islandcountywa.gov/Health/CFHS/Pages/Children-Youth-with-Special-Health-Care-Needs.aspx>

RESPIRE CARE/CHILD CARE

- **Home Care Referral Registry of Washington State** (360)707-2368 Island Co
 The Home Care Referral Registry is customized internet-based system operated by local registry offices across Washington State. It is designed to assist seniors, individuals with developmental disabilities, their families and representatives to find pre-screened home care workers that best meet their personal and respite care needs.
- **All Ways Caring** (Formally ResCare) (360)240-0044 Oak Harbor (360)331-7441 S Whidbey Respite care offers family caregivers temporary relief from care for Individuals with various needs.
- **All Heart Agency** (360)969-3553
 Provides quality support services for people with developmental disabilities.
- **Visiting Angels** (888)264-3528 We assist people in Whatcom, Skagit, Island, San Juana and Snohomish County. We are a non-medical franchise agency and not a nursing agency. It is our job to assist people.
- **A Better Solution –In Home Care** Camano (866)669-4510
- **Home Care Agency– Sunrise Service** Oak Harbor (360)336-0798
 Keeping independence and the comforts of home a reality
- **Island County Senior Resources** Private In-Home Provider (PI) List
 (360)675-0311 OH (360)321-1600 Langley (360)387-6201 Camano
<https://senior-resources.org/private-in-home-provider/>
- **Exceptional Family Members (EFMP) Respite Care** (800)424-2246
 What is Navy EFMP Respite Care? This program is a partnership specifically designed for EFM families identified as Category IV or V. EFMP Respite Care will help Navy families with children with special needs by providing 40 hours of respite care a month so they can leave the house, go to an appointment or just rest, knowing your child is well cared for. For Navy Active Duty and Reserve on Active Duty, children must reside with the service member.
- **Childcare Subsidy Program** (877)501-2233 The Working Connections Child Care program pays for child care subsidies to eligible households with parents who are working or are participating in a DSHS approved work activity and whose children meet citizenship requirements.

- **Child Care Aware of NW Washington** (360)734-8396 xt 227 or (888)444-1862 xt 227 Child Care Aware of NW Washington is a community services that works with parents/families, early childhood educators, businesses and community organizations to help promote the availability of high quality early care and education programs in Island County.
- **Child Care Action Council** <http://www.ccacwa.org> (800)446-1114

HEALTH INSURANCE ACCESS

- **Washington Health Plan Finder**
<https://www.wahealthplanfinder.org/content/Homepage.htm> 1-855-923-4633; TTY 1-855-627-9604

WAHealthPlanFinder.org is the official insurance exchange for Washington State use this site to apply for Apple Health for Kids, Medicaid, and Affordable Care Act (ACA) health plans.

- **Health Care Authority/Apple Health/Medicaid** <http://www.hca.wa.gov> (800)562-3022

Managed Care Health Plans offered by Apple Health
 Amerigroup (800)600-4441
 Community Health Plan of WA (800)440-1561
 Coordinated Care Corp (877)644-4613
 Molina Healthcare of WA (800) 869-7165,
 United Healthcare Community Plan (877)542-8997

*Many Apple Health recipients may qualify for a free cell phone with minutes/data. If your child experiences a developmental delay and is on Medicaid after age 4, they may qualify for free diapers.

Call your Apple Health provider for more details.

- **ParentHelp123/ Within Reach** <https://www.parenthelp123.org> (800) 322-2588

ParentHelp123.org is operated by the statewide non-profit Within Reach, and helps Washington State families. Use their Benefit Finder to apply for health insurance, food assistance programs and more.

- **Opportunity Council** (360) 679-6577 (800) 317-5427

Opportunity Council serves homeless and low-income families and individuals. Our goal is to help people learn to become self-sufficient. Connects people with community resources to help meet basic needs such as health insurance, food and housing.

- **State Health Insurance Benefits Advisors (SHIBA)** (800)562-6900

The program is sponsored by the state Office of the Insurance Commissioner to promote understanding about Medicare, Medicare Supplement Insurance, Long-term care insurance, consumer protection, and general health insurance topics. Consultations are free.

- **Washington State Insurance Commissioner** (800)562-6900

- **Tricare** Military Medical Insurance (844)866-9378

AREA HOSPITALS

- **Whidbey Health** (360)678-5151 101 N Main Street, Coupeville
- **Island Hospital** (360)299-1300 1211 24th Street, Anacortes
- **Providence Regional Medical Center Everett:** Colby Campus (425)261-2000 1700 13th Street, Everett
Pacific Campus (425) 261-2000 916 Pacific Avenue, Everett
- **Skagit Valley Hospital** (360)424-4111 300 Hospital Parkway, Mt Vernon
- **Seattle Children’s Hospital** (206)987-2000 <http://www.seattlechildrens.org> 4800 Sand Point Way NE, Seattle, WA
- **University of Washington Medical Center** (206)520-5000 <https://www.uwmedicine.org>

WALK –IN CLINICS

Whidbey Health : Clinton (360)341-5252
Oak Harbor (360)679-5590

North Island Medical Oak Harbor (360)682-5444

Everett Clinic—Stanwood (360)629-1505

Island Hospital Walk In Anacortes (360)293-3101

HEALTH DEPARTMENT

- **Children with Special Health Care Needs Nurse (CYSHCN):**
Island County Public Health, Desk Phone: (360)678-7939, Cell Phone: (360)544-2371
<https://www.islandcountywa.gov/Health/Pages/Home.aspx>
- **Island County Public Health** (360)678-5111, Coupeville
- **Washington State Department of Health** <https://doh.wa.gov/> (360)236-4501 or (800)525-0127

FINANCIAL ASSISTANCE WITH MEDICAL CARE

- **Safe Harbor Free Clinic** Stanwood (425)870-7384 Free health care & referral service for those underinsured.
- **North Whidbey Medical Help** (formally Medical Safety Net of North Whidbey) (360)675-0681 Zip Codes 98277 & 98278 only for prescriptions
- **Small Miracles Medical Support Fund** Coupeville (360)672-5651 <https://smallmiraclescpv.com/>
- **Friends of Friends Medical Support Fund** S. Whidbey (360)221-4535
<https://www.fofmedicalsupportfund.org/>
- **Kids Health** <http://kidshealth.org> Kids Health provides families with perspective, advice, and comfort about a wide range of physical, emotional, and behavioral issues that affect children and teens.
- **WA Prescription Drug Discount Care** (800)913-4146 Free to anyone who lacks prescription drug coverage.

ADAPTIVE/HOME EQUIPMENT

- **Summit Assistance Dogs** (360)293-5609 Oak Harbor info@summitdogs.org _Organization that creates life-changing partnerships by providing highly-skilled mobility-assistance dogs for people living with disabilities, giving them increased independence and renewed confidence.
- **Island Drug** Oak Harbor (360)675-6688 Clinton (360)341-3880 <http://islanddrug.com/medical.asp>
Contracted Medical Equipment
- **Whidbey Home Medical** 360)679-7927 Oak Harbor
- **Lions Club Wheel Chair Warehouse** <http://www.bellinghamcentrallions.org/al-boe-wheelchair-warehouse>
WCW loans durable medical equipment to folk in Northwest Washington. It is a free service, though they gladly accept donations. Equipment loaned includes low vision aids, wheelchairs, power chairs, walkers, crutches, canes, and bed side and bathroom helpers of all kinds.
- **Island Senior Resources** (360)321-1600 Medical Equipment Lending Library
Need a walker, wheelchair, or other assistive devices? Maybe you have some to donate?

The ISR Medical Equipment Lending Library is open for donations and pick-ups every Monday, Wednesday and Friday from 1 pm – 4 pm. It is located at Island Senior Resources (Bayview), 14594 SR 525, Langley. Follow the signs and arrows to the Evergreen Room door entrance. Always call first to verify details.

Donating equipment? Please make sure any donations are fully functioning and clean.

Medical equipment can also be donated or borrowed at the Camano Center by calling (360)387-0222

CENTERS OF EXCELLENCE

Certified Autism Diagnostic Providers

- **Pediatric Associates of Whidbey Island** <https://www.pediatricsofwhidbey.com>
North (360)675-5555 275 SE Cabot #B102, Oak Harbor
South (360)331-1314 or (360)678-6848 1690 Layton Rd, Freeland
- **Connections Psychology** (206)718-0906 Oak Harbor <http://www.connectionspsychology.com>
- **Whidbey Integrative Mental Health** Paul Samuelson (360) 205-4560
<https://www.whidbeyintegrativepsychiatry.com>
- **Elizabeth Holland, PhD** (360)610-7668 Anacortes
- **Seattle Children's Autism Center** (206)987-8080 <https://www.seattlechildrens.org/clinics/autism-center>
- **University of Washington Autism Center** (877)408-UWAK <https://depts.washington.edu/uwautism>

Check out our Island County Parent to Parent Autism Spectrum Disorder Resource Guide on our website

Island County Autism Spectrum Disorder Resource Website



Autism Partnership of Island County presents an Island County ASD website of resources for families. Do you have a concern? Need a screening? Need resources? Need support?

<https://www.pilotace.org> Check out our Autism Spectrum Resource Guide on our Parent to Parent and APIC websites. <https://www.islandcountywa.gov/198/Parent-to-Parent>

ABA THERAPY

Applied Behavioral Analysis (ABA) Therapy Program

Health Care Authority <https://www.hca.wa.gov/health-care-services-and-supports/apple-health-medicaid-coverage/autism-and-applied-behavioral-analysis> (360)725-1681 Email: ABA@hca.wa.gov The Health Care Authority has an Applied Behavior Analysis (ABA) therapy benefit for Apple Health Kids clients with a diagnosis in the Autism Spectrum Disorder classification. Contact the Health Care Authority to start or learn about the coverage process.

- **Star Behavioral Consulting** <https://starbehaviorconsulting.com/> (850)331-3782
- **Blue Water Behavior Consulting** www.bluewateraba.com (360)333-5684
Serves Coupeville to Anacortes. Accepts most insurance.
- **Blue Sprig Pediatrics** (360)279-2000 https://www.bluesprigautism.com/apititude-oak-harbor/?utm_source=google&utm_medium=local&utm_campaign=apititude_oak_harbor
Serves Coupeville to Oak Harbor.
- **Leaps and Beyond, Inc.** www.leapsandbeyond.com (866)240-0808 Serves Whidbey Island.
- **Autism Learning Solutions** (Tricare Only) (541)517-0095
- **Positive Behavior Supports** (855)832-6727

**As of January 2024, there are waitlists for most ABA services. Contact your insurance company for eligible providers then call all of them to be put on their waitlist.

THERAPIES (OT, PT,SLP, Horse)

Occupational Therapy (OT), Physical Therapy (PT), Speech Therapy (SLP)

Whidbey Health offers OT, PT & SLP (360)678-7619 (360)321-7656xt2250 (360)679-1415

Island Hospital offers OT, PT & SLP (360)299-1328 Anacortes

Oak Harbor Physical Therapy 360-279-0100

IRG Physical Therapy PT (360)914-5504 Oak Harbor

Harada Physical Therapy & Rehab Services PT (360)679-8600 (360)682-2770

Coupeville Physical Therapy OT (360)678-1200 Coupeville

Speech Bubbles SLP Oak Harbor- Log Cabin Building (360)279-8220

Island Speech (360)299-8676 Anacortes

South Whidbey Physical Therapy (360)331-5272

Whidbey Performance Physical Therapy (360)331-0141

Life Without Limits OTR/L Oak Harbor-Log Cabin Building (360)675-6000 Sharon Andor

WA Elks Therapy Program for Children OT/PT(800)825-3557 All Island

Stanwood Camano Physical Therapy PT (360) 629-8043 Stanwood

North Sound Physical Therapy Stanwood (360)629-9768 Hand Therapy Stanwood (360)629-9768 OH(360)279-1445

Saratoga Transitional Rehabilitation <https://www.josephinecc.com/transitional-rehabilitation/>
(360)629-2126

Hope Therapeutic Riding Program (360) 221-7656 hope@whidbey.com Langley
<https://www.hope-whidbey.org/>

HOPE has been to empower children and adults facing special challenges – whether physical, cognitive or emotional - to discover their abilities, independent skills and explore their potential through use of our nationally accredited safe and effective equine-assisted activities and therapy (EAAT).

Iron Hills Ranch Jaimie @ (360)632-5931 <https://www.ironmillsranch.com/therapy-services/>

Occupational Therapy, especially through the use of Hippotherapy, IMR is a horse boarding facility right here in Coupeville, WA. We have come together with an excellent team of Therapists on Whidbey Island.

For a much more extensive list of therapies offered in Island County google Physical Therapy on Whidbey Island.

** There may be a waitlist for some services. Get on as many waitlists as your insurance allows.

VISION—HEARING

Washington Sensory Disabilities Services (WSDS) (800)572-7000 <http://www.wsdsonline.org/deaf-blind>

1. Technical Assistance and Consultation and trainings - Assess how the child is currently functioning and if there are classroom or home modifications that could help. Develop IFSP outcomes or IEP goals and activities that are meaningful to the student. Locate staff resources or materials. Start planning for life after high school.

2. Training - Trainings throughout the year on topics relating to children and youths with deaf-blindness.

National Federation of the Blind <https://nfb.org>

Advocacy, education, research, technology, and programs encouraging independence and self-confidence. Information about vision loss. Resources for Living, Working, Learning and Recreation

Department of Services for the Blind (800)552-7103 <https://dsb.wa.gov>

Children's Eye Health Guide (866)257-2851 <https://www.nvisioncenters.com/childrens-eye-health>

Washington State Hands & Voices <http://www.wahandsandvoices.org> A parent-driven nonprofit organization providing families whose children are deaf, deaf/blind or hard of hearing with resources, networks, and information needed to improve communication and educational outcomes for their children. **Guide by Your Side** Guide By Your Side Program Provides: A Parent Guide to listen and share resources. Unbiased Support. Compassion and knowledge from parents who have a child with hearing loss. (425)268-7087

Early Hearing-loss Detection, Diagnosis and Intervention (EHDDI)

<https://doh.wa.gov/you-and-your-family/infants-children-and-teens-links-and-services/childrens-health-and-safety/contact-information/families> The Early Hearing-loss Detection, Diagnosis and Intervention (EHDDI) Program follows the 1-3-6 goals, to ensure that infants in Washington are: 1 – Screened for hearing loss before hospital discharge or by one month of age 3 – Have a diagnostic hearing evaluation by an audiologist by three months of age (if the infant did not pass two screens) 6 – Enrolled in early intervention by six months of age (if a hearing loss was found)

Washington School for the Deaf (360)696-6525 <https://www.wsd.wa.gov>

Office of the Deaf and Hard of Hearing (ODHH) (800)637-5627 Services for persons who are deaf, hard of hearing, deaf-blind, or hearing with speech disability.

Hear Loss Association of Washington <https://hearingloss-wa.org> email: info@hearingloss-wa.org

Speech to Speech (877)833-6341 <http://www.speechtospoeech.org>

This service, called Speech-to-Speech (STS), provides communication assistants (CA's) for people with difficulty being understood by the public on the telephone. It is available for business, medical, and personal communication.

My Hearing Centers: Freeland (360)639-4318 Oak Harbor (360)639-4324 Stanwood (360)386-3472

Stanwood Hearing (360)926-1020

ORAL HEALTH

Access to Baby and Child Dentistry (ABCD Program) (360)678-8281 www.abcd-dental.org

A dental program for children birth to age 5 with Apple Health for Kids (DSHS) that helps kids get early dental care. Island County contact: Public Health

Sea Mar Community Health Centers (360)679-9216 Community-based organization committed to providing quality, comprehensive health and human services in Washington State. Dental Medicaid

Oral Health for People with Special Needs 206)616-6996 <https://doh.wa.gov/you-and-your-family/oral-health>

Educational Materials: Oral Health Promotions Cards and Brochures for Children and Youth with Special Needs oral health resources. Brochures are designed to be used with patients to discuss good oral health habits. Oral Health Fact Sheets for People with Special Needs. Fact sheets are for mild to moderate manifestations of a number of special needs conditions.

DECOD (Dental Care of Individuals with Disabilities) (206)616-6996

Program at University of Washington

<https://dental.washington.edu/dept-oral-med/academics/decod-program>

DECOD (Dental Education in Care of Persons with Disabilities) at the University of Washington School of Dentistry was established in 1974 to train dental professionals in providing dental care to persons with disabilities. DECOD provides approximately 3,500 dental visits per year to persons with disabilities. It is a major resource for Washington citizens who have developmental or acquired disabilities. UW Dental is a program of the School of Dentistry that treats persons with severe disabilities.

Approximately 70 percent have developmental disabilities (examples: intellectual disability, cerebral palsy, autism), the remaining 30 percent have acquired disabilities (e.g. traumatic brain injury, multiple sclerosis, stroke, ALS). The majority of patients are enrolled in Apple Health Washington state insurance.

WA Directory of Dentists for Patients with Special Needs: Email: info@wsda.org

<https://www.wsda.org/public/special-needs-directory>

How to Find a Dentist for Your Child with Disabilities

Ask in support groups.

Ask your pediatrician.

Ask your child's current specialists which dentists they work with or recommend.

Then call, make a consult visit, and ask!

Oral Health Services for Children and Adolescents with Special Health Care Needs:

Resource Guide <https://www.mchoralhealth.org/PDFs/cshcn-resource-guide.pdf>

Making Visits the Dentist Easier for People with Autism <https://www.health.harvard.edu/blog/making-visits-to-the-dentist-easier-for-people-with-autism-spectrum-disorder-202106292513>

WA Directory of Dentists for Patients with Special Needs: Email: info@wsda.org

<https://www.wsda.org/public/special-needs-directory>

Patients with Special Needs: UW Resources for Patients and Health Care Professionals

<https://dental.washington.edu/dept-oral-med/special-needs/patients-with-special-needs/>

BEHAVIORAL HEALTH



(Formally known as Mental Health)

<u>Mental Health Crisis Line</u> (available 24 hours)	(800)584-3578
<u>National Suicide Prevention Lifeline</u>	(800)273-8255
<u>Island County Outreach Behavior Health</u>	(360)678-2346
<u>Access Line for Medicaid Outpatient Services</u>	(888)693-7200
<u>Texting Crisis Line</u> Text #741741	

Trevor Project LGBTQ (866)488-7386 Text #678-678

Washington's Mental Health Referral Service for Children and Teens (833)303-5437

Monday through Friday from 8 a.m. to 5 p.m. for a referral specialist and information.

<https://www.seattlechildrens.org/healthcare-professionals/access-services/partnership-access-line/washingtons-mental-health-referral-service-children-teens>

Washington Listens <https://www.walistsens.org> (800)681-0211

Provides no-clinical support to people who feel sad, anxious, stressed due to COVID19. WA Listens is free and anonymous. Any Washington resident can call and a support specialist will listen and help guide you to the connections within your county.

National Alliance on Mental Health (NAMI) <http://www.nami.org> NAMI Skagit www.namiskagit.org

NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raising awareness and building a community of hope for all of those in need. NAMI Skagit serves Island, Skagit and Stanwood in Snohomish County. **NAMI Support Groups:** Mt. Vernon (360)770-5666 Anacortes (360)424-8224 Camano (360)941-0996 or (360)420-7422

Mental Health Ombudsman (888)336-6164

The North Sound Behavioral Health Ombuds (360)416-7004

The North Sound BHO Regional Ombuds provide advocacy for anyone applying for or receiving public behavioral health services in Island County www.nsbhaso.org/get-help/ombuds

North Sound Mental Health Administration (NSMHA) (360)416-7013

HELPFUL WEBSITES

National Institute of Mental Health www.nimh.nih.gov

NAMI-Navigating a Mental Health Crisis

<https://www.nami.org/Support-Education/Publications-Reports/Guides/Navigating-a-Mental-Health-Crisis>

Substance Abuse Mental Health Services Administration <https://www.samhsa.gov>

APA American Psychological Association

<http://www.apa.org>

Depression and Bipolar Support Association <https://www.dbsalliance.org/>

INPATIENT/OUTPATIENT BEHAVIORAL HEALTH SERVICES

<u>Itula - Island County Stabilization Center</u> Oak Harbor	(360)499-7011
Voluntary sub-acute detox short-term residential facility for people experiencing substance use issues and/or mental health crisis. 275 NE 10 th Ave Oak Harbor	
<u>Skagit Valley Hospital</u> (acute voluntary/involuntary treatment)	(360)814-2422
<u>Providence Hospital Behavioral Healthcare</u> Inpatient Behavioral Health	(425)261-2000
Behavioral Health Urgent Care Providence Regional Center 1330 Rockefeller Ave Suite 140, Everett	(425)261-4210
https://www.providence.org/services/mental-health?scref=globalsearch	
<u>Island Hospital Psychiatry and Behavioral Health</u> (outpatient) Anacortes	(360)299-4297
<u>Smokey Point Behavior Hospital</u> (inpatient/outpatient) (800)655-9823	https://smokeypointbehavioralhospital.com
<u>Island County Outreach Behavioral Health Outreach</u>	(360)678-2346
<u>Seattle Children’s Psychiatry and Behavioral Medicine</u>	(206)987-2164
www.seattlechildrens.org/clinics/psychiatry-and-behavioral-medicine	
<u>Washington’s Mental Health Referral Service for Children and Teens</u>	(833)303-5437
Maintained by Seattle Children’s Hospital https://www.seattlechildrens.org/healthcare-professionals/access-services/partnership-access-line/washingtons-mental-health-referral-service-children-teens	
<u>For a comprehensive list of individual therapist/counselors in Island County</u>	
https://www.psychologytoday.com/us/therapists/wa/island-county	
<u>Compass Health</u> OH (360)682-4100 Coupeville (360)678-5555 www.compasshealth.org Medicaid only	
Pre-Admission Screening and Resident Review (PASRR), Children’s Intensive Outpatient Treatment (WISe/ Wraparound), Group Therapy – Adults, Psychiatric Services, Involuntary Treatment Act Services, Older Adult Services, Child and Family Outpatient Services, Adult Outpatient Services	
<u>Sea Mar Community Health Centers</u> Medicaid only	(360) 679-7676
https://www.seamar.org/island-bh-oakharbor.html	
<u>Sunrise Community Behavioral Health</u> Medicaid only	(360) 544-3800
<u>Counseling Connections</u> Julie Davies, PhD OH	(206)718-0906
<u>Whidbey Island Therapy Center</u> Freeland	(360)969-9722
<u>Island County Early Childhood Parent Support</u>	(360)240-5517
<u>Didwgalic Wellness Center</u> Anacortes	(360)588-2800

SUBSTANCE USE

<u>Island County Opioid Outreach Services</u> (360)499-5552	
<u>Washington Recovery Help Line</u> (800)789-1511	
<u>24 Hour Crisis Line</u> (800)584-3578	
<u>Substance Abuse Mental Health Services Admin</u> www.samhsa.gov	
<u>Addiction Guide</u> https://www.addictionguide.com (877)722-2906	
Needle exchange locations in Island County: Camano Island (360)387-0184 Whidbey Island (360)221-6626	
<u>Check out the Island County Behavioral Health Resource Guide</u>	
https://www.islandcountywa.gov/Humanservices/Pages/Parent-to-Parent.aspx	

EARLY INTERVENTION

Ages Birth to 3 Years Old

Early intervention is a system of services that helps babies and toddlers with developmental delays or disabilities. Early Intervention provides a free screening to all families that suspect a delay or disability. **No referral needed.**

Department of Children, Youth and Families

Information and resources for children's first and most important teachers— parents—as well as others who care for and teach young children. Early Support for Infants and Toddlers (ESIT) - **Ages birth -3 years** Provides services to children birth to 3 who have disabilities and/or developmental delays. Eligible infants and toddlers and their families are entitled to individualized, quality early intervention services in accordance with the federal Disabilities Education Act (IDEA), Part C.

<https://www.dcyf.wa.gov/services/child-development-supports/esit/early-intervention-services>

Early intervention: NO REFERRAL NEEDED!

Whidbey Island: Steps (360) 679-1039 <https://takingstepstogether.org/>

Camano Island: Sherwood Community Services Ages Birth to Three (425)334-4071 <https://www.sherwoodcs.org>

Camano Stanwood School District Ages Birth to Five (360)629-1250

IFSP: Individualized Family Service Plan

The IFSP is a written treatment plan for Early Intervention (EI). It details your child's current levels of functioning, specific needs and goals for treatment (referred to as outcomes). The first step in writing the IFSP will be for the members of your child's team to conduct various types of assessments to identify your child's individual strengths and needs. The IFSP will include information about your child's current level of development in the following areas:

Physical development

Communication development

Adaptive development

Vision

Cognitive development

Social & emotional development

Fine and gross motor skills

Hearing, etc

The IFSP is developed with input from the child's entire family, and it includes features that are designed to support the entire family.

IFSP	IEP
Birth through age 3	Age 3-21
Is inclusive of the family's needs	Focuses on the child's needs
Services provided in natural environments	Services provided at school
Families are assigned a service coordinator	No service coordinator
Generally reviewed every 6 months	Generally reviewed 1x per year
IFSP Team makes decisions	IEP Team makes decisions
Governed under Part C of IDEA	Governed under Part B of IDEA

CHILD FIND & SCHOOL DISTRICT'S SPECIAL EDUCATION

Each Island County School District provides evaluation and services for children beginning at age three. If a delay is suspected in any of the five areas (cognition, communication, fine motor, gross motor and/or social emotional) the school district will provide an interdisciplinary evaluation. Eligible children will be provided a program with an Individualized Education Plan (IEP). **Ages 3 to 21 years old**

Special Education Department

Oak Harbor School District (360)279-5073 Hand in Hand Program Ages 3-5 (360)279-5928

Coupeville School District (360)678-2420

South Whidbey School District (360)221-6808 xt 2206

Stanwood/Camano Island School District (360)629-1236 Early Intervention & Preschool Services
(360)629-1250

South Whidbey School District Resource: Readiness to Learn Foundation (360)221-6198 xt 4602 Langley

Island/Skagit Head Start (360)416-7590 <http://www.sih.s.kagit.edu>

Preschool programs and early childhood programs from birth to age 5

Northwest Language & Cultural Center (360)321-2101 www.nwlacc.org

Global culture, language clubs, and summer camps for elementary and middle school.

SPECIAL EDUCATION LAW (IDEA)

US Department of Education: Building the Legacy: IDEA 2004. Ages 0-21 years <http://idea.ed.gov>

The Individuals with Disabilities Education Act (IDEA) is a law ensuring services to children with disabilities throughout the nation. IDEA governs how states and public agencies provide early intervention, special education and related services to more than 6.5 million eligible infants, toddlers, children and youth with disabilities. Infants & toddlers with disabilities (birth-2) and their families receive early intervention services under IDEA Part C. Children and youth (ages 3-21) receive special education and related services under IDEA Part B.

IEP: Individualized Education Program: Special Education- Ages 3 to 21 years old

An IEP lays out the special education instruction, supports, and services a student needs to thrive in school. IEPs are part of PreK–12 public education. An IEP is a legal document and students are entitled to receive all of the services outlined in the IEP. An IEP should be tailored to a child and his or her educational needs, and it can include creative strategies for delivering services. Approximately 143,000 eligible students in Washington State receive special education and related services. The Office of Superintendent of Public Instruction (OSPI) fulfills the requirements of the federal Individuals with Disabilities Education Act (IDEA), which ensures all children with disabilities have access to a free appropriate public education. Check our section on Child Find to find your local school district contact information. <https://www.k12.wa.us/student-success/special-education>

SECONDARY EDUCATION

Skagit Valley College (360)416-7623 Campuses in Island and Skagit Counties. INVEST Program is a Fast Track Employability Certificate: The INVEST program is designed to address the unique academic and employment needs of post-secondary students with intellectual disabilities. INVEST students may earn a 1 or 2 year local employability certificate. INVEST courses focus on academic enrichment, inclusive socialization and recreation, assistive technology, self-advocacy, independent living skill development, career exploration and integrated work experiences. Contact the Director of Disability Services for more information. “Individualized Next Step Vocational Education and Social Skills Training” (INVEST) <https://www.skagit.edu/academics/areas-of-study/basic-education-for-adults/invest-program/>



PARENT to PARENT

***See Transition Service Packet of resources: School Age through Adulthood**

<https://www.islandcountywa.gov/198/Parent-to-Parent>

SPECIAL EDUCATION & ADVOCACY

US Department of Education: Office of Special Education Programs

(800)872-5327

The Office of Special Education Programs (OSEP) is dedicated to improving results for infants, toddlers, children and youth with disabilities ages birth through 21 by providing leadership and financial support to assist states and local districts. <https://www2.ed.gov/about/offices/list/osers/osep/index.html>

The Individuals with Disabilities Education Act of 2004 (IDEA) authorizes formula grants to states and discretionary grants to institutions of higher education and other non-profit organizations to support research, demonstrations, technical assistance and dissemination, technology and personnel development and parent-training and information centers. <https://sites.ed.gov/idea/>

Office of Superintendent of Public Instruction– Special Education

(360)725-6075

<https://www.k12.wa.us/student-success/special-education>

Special Education serves approximately 143,000 eligible students in Washington State. We are here to fulfill the requirements of the federal Individuals with Disabilities Education Act (IDEA), which ensures that all children with disabilities have access to a free and appropriate public education.

Washington State Governor’s Office of the Education Ombudsman <http://oeo.wa.gov>

(866) 297-2597

Email: OEOinfo@gov.wa.gov The role of the Office of the Education Ombudsman is to:

Listen to concerns and perspectives Advocate for consumer access to fair processes Ensure focus is on positive student outcomes Resolve complaints through alternative dispute resolution techniques Collect data, identify trends, and report recommendations to policy makers and elected officials to improve educational access and outcomes for students

Special Education Support and Resources **(360)725-6075**

<https://www.oeo.wa.gov/en/education-issues/supports-students-disabilities/special-education-links-and-resources>

Washington PAVE – Partnership for Action. Voices for Empowerment <http://wapave.org>

(800)5-PARENT

PAVE is a parent directed organization that works with families, individuals with disabilities, professionals and community members in all walks of life and with all types of disabilities. Since 1979, PAVE has provided information, training and support for over 1,000,000 individuals with disabilities, parents and professionals email pave@wapave.org

Washington Autism Alliance and Advocacy <http://www.washingtonautismadvocacy.org>

(425)894-7231

WAAA provides access to a supportive network of families of children on the spectrum who help find providers and school services, as well as personal support. A free online Resource Directory includes statewide Autism services of all types with personal recommendations from member families. .

Wright’s Law <http://www.wrightslaw.com> Email: webmaster@wrightslaw.com

Information about special education law, education law and advocacy for children with disabilities.

Special Education Technology Center

(509)963-3350

<https://specialedtechcenter.com/> Assists with special technology needs of special education students.

ADVOCACY

Washington PAVE Voices for Empowerment <http://wapave.org> (800)5-PARENT

PAVE is a parent directed organization that works with families, individuals with disabilities, professionals and community members in all walks of life and with all types of disabilities. Email: pave@wapave.org

Washington Autism Alliance and Advocacy <http://www.washingtonautismadvocacy.org> (425)894-7231

WAAA provides access to a supportive network of families of children on the spectrum who help find providers and school services, as well as personal support. A free online Resource Directory includes statewide Autism services of all types with personal recommendations from member families. .

Office of Developmental Disabilities Ombudsman <https://ddombuds.org/> (833)727-8900

Promotes the wellbeing of people receiving DDA services through resident-directed, person-centered support and complaint resolution.

Family Voices of Washington <http://www.familyvoicesofwashington.com>

Serves families who have children with special healthcare needs up to age 18. It provides individual info on advocating for your child in the healthcare system and refers to resources in WA state.

Regional Parent Coalitions (No Coalition in Island County as of Jan 2023) Skagit County (360)519-0910 xt 225
Snohomish County (425)258-2459 xt 107

LEGAL ASSISTANCE

Northwest Justice Project www.nwjustice.org (888)201-1017

Provides free civil legal assistance and representation to low-income people in situations affecting basic human needs. Free self-help materials on website. **CLEAR Hotline** (Part of the NW Justice Project) (888)201-1014

Washington's toll-free, centralized intake, advice and referral service for low income people seeking free legal advice with civil (not criminal) legal problems.

Disability Rights of Washington (DRW) www.disabilityrightswa.org (800)562-2702

Legal services for disability rights violations, general information about legal rights www.disabilityrightswa.org

WA Law Help www.washingtonlawhelp.org

Provides education, materials, tools and information for an array of legal , issues, linking to programs and resources. Available in multiple languages.

Benefits Law Center <https://benefitslawcenter.org>

Legal advocacy, physical and mental disability, DHAP & SSAP projects, Social Security, SSDI and SSI

Northwest Immigrant Rights Project <https://nwirp.org> (800)445-5771

Provides direct legal services for low-income immigrants

Jones and Ibrahim www.seattledisabilitylaw.com (206)405-3240

Serving people with disabilities and their families. Estate planning, guardianship, special needs trusts, probates, benefits advocacy and special education. *Frequently used for presentations for Parent to Parent.

EMPLOYMENT ASSISTANCE

Division of Vocational Rehabilitation (DVR)

(800)637-5627

Helps individuals with disabilities participate fully in their communities and become employed. Provides individualized employment services and counseling to people with disabilities. Also provides technical assistance and training to employers about the employment of people with disabilities. Island County Coordinator: Karen Christian
karen.christian@dshs.wa.gov **(564)900-0407**

Service Alternatives

(800)292-6697

Community & Employment Services (CES), a division of Service Alternatives, Inc., provides a multitude of services designed to support people finding and keeping meaningful employment in their communities.

Washington Vocational Services (WVS)

(360)419-0910—Burlington (425)774-3338—Everett

Provides employment services to persons with a variety of disabilities while specializing in services to person who are deaf or hard of hearing and person with disabilities who desire customized employment services.

Sherwood Community Services

(425)334-4071

Sherwood never stops believing in the abilities and potential of people.

Pathways to Employment www.pathways.dshs.wa.gov

Helps people with a disability make informed decisions about going to work.

WorkSource Whidbey

(360)675-5966

Provides employment and training services to the public through partnership of government, non-profit and community service organizations. Dedicated to meeting the needs of our local business by building a skilled workforce and contributing to our region's economic growth. Job search and career planning workshops, resume reviews, interviews help.

EMPLOYMENT SUPPORT

Island County Developmental Disability Program:

Coordinates, funds, and manages local services for adults 21 and over who have developmental disabilities. We work actively with families, schools, the business community, as well as local, state, and federal governments to facilitate full contribution for all citizens who experience developmental disabilities. Our underlying belief is that all individuals with developmental disabilities have the skills, interests, and talents to enhance their community and have a responsibility to do so. We also know that employment is a powerful way to contribute both to the larger community as well as to continue to grow and learn. To contact the coordinator for Island County Developmental Disabilities please call or e-mail **Mike Etzell at (360) 678-7883 or MikeEt@islandcountywa.gov**



See Island County Parent to Parent's Adulthood Transition Packet for more resources and information <https://www.islandcountywa.gov/198/Parent-to-Parent>

ASSISTIVE TECHNOLOGY

Washington Relay <https://www.dshs.wa.gov/altsa/odhh/telecommunication-relay-services> (877)501-2233

Free service that provides full telephone accessibility to people who are deaf, hearing, hard of hearing, deaf-blind, late –deafened, or have a speech disability. Allows text-telephone (TTY) or captioned telephone users through specially trained relay operators. Calls can be made anywhere in the world, 24 hours a day with no restrictions on the number of calls, length or type of calls. Long distance rates apply.

Center on Technology and Disability <https://www.ctdinstitute.org>

Assistive and instructional technology (AT/IT) allows children across the ability spectrum to participate fully at home, in school, and in the community. The Center on Technology and Disability provides a wealth of free resources – personal and professional development (PPD) webinars, articles, guides, training materials and more. Whether you're brand new to assistive technology or an experienced user wanting to remain on the leading edge, CTD has high-quality, research-based materials and events for you!

Western WA University-The Ershig Assistive Technology Resource <https://wce.wvu.edu/e-atrc> (360)650-2783

Contains a collection of over 300 assistive technology (AT) items, equipment and products, with a focus on tech supports for students with diverse learning needs in preschool through grade 12

Washington Assistive Technology Act Program (WATAP) (800)214-8731

Resources and expertise to obtain technology and related services needed for employment, education and Independent living.

Washington Sensory Disabilities Services (WSDS) (800)572-7000

Provail <https://provail.org/> (206)363-7303

Life opportunities for individuals with disabilities. Finding a voice with assistive technology.

Special Education Technology Center <https://specialedtechcenter.com/> (509)963-3350

Assists with special technology needs of a special education student.

Safe in Home www.safeinhome.com (855)476-6665

Connected technology supporting lifelong learning. How Remote Supports Works: intelligent system integrates multiple technologies and sensors for superior accuracy and real-time 24-hour response.

Text 2 Speech <https://www.text2speech.org/> Text to Speech Converter– FREE

ACCESSIBILITY

Island County Accessibility Community Committees (360)632-7539

Join us as we brain storm ideas to make our communities more accessible for all. Camano Island and Whidbey Island each have a committee but work together on the projects. We brainstorm, draft a proposal and seek funding from the Governor's Accessibility Committee. We have been very successful with 3 projects proposed and approved. **Email:** t.wheeler-thompson@islandcountywa.gov

US Department of Justice www.ada.gov (800)514-0301

Provides information and technical assistance on the Americans with Disabilities Act (ADA)

WA State Parks www.parks.wa.gov (888)226-7688

Provides information about state parks and accessible outdoor recreation. An accessible Passis good for 50% off on nightly camping, free watercraft launching and trailer dump.

RECREATION/SPORTS

Special Olympics of Washington <http://specialolympicswashington.org>

Olympics programs for children and adults with intellectual disabilities who love sports and want the challenge of competing with their peers. The programs run year round offering competition in several sports. The goal is to provide a physical fitness with an emphasis on sportsmanship, friendships, and FUN! Ages 8 & Up

South Whidbey –Dave Lenox lenoxhouse@comcast.net Mike Etzell (360)678-7883 mikeet@islandcountywa.gov

North Whidbey Coordinator – Chris Becker (360)320-2549 wispecialolympics@gmail.com

Challenger Division Baseball:

Through North Whidbey Little League but waivers available for south end families. Ages 5-18 experience the joys of baseball. Learn the fundamentals at your own pace. nwl.oh.vpchallenger@gmail.com

Art as a Way Carol Way Art Therapist

(360)730-1135

Art classes and Workshops. Teaching life skills through art. DDA respite funds accepted. carol@artasaway.org

Senior Centers and Camano Center

Offers support, resources and a variety of classes and events throughout the year.. Camano (360)387-0222 Anacortes (360)293-7473_OH (360)279-4580 South Whidbey (360)321-1600

Sensory Splash at Oak Harbor Pool

(360)675-7665

Sensory Splash (usually offered on the weekends) is a swim time dedicated to community members with special needs and their families.

Hope Therapeutic Riding Program <http://www.hope-whidbey.org>

(360) 221-7656

Physical, cognitive or emotional - to discover their abilities, independent skills and explore their potential through use of our nationally accredited safe and effective equine-assisted activities and therapy.

South Whidbey Parks and Recreation District

(360)221-5484

Offers a variety of sports, events and activities throughout the year

Skagit Adult Day Programs (360)293-4466 **Anacortes Gentry House, (360)755-1235 Burlington Bradford**

House. A supervised daytime program where adults with special needs can participate in a supportive group setting

Washington State Park Discover Pass <http://www.discoverpass.wa.gov/131/Exemption>

Disability placards or license plates- The Department of Licensing issues Washington state disability permits and license plates, and holders of these are exempt from needing the Discover Pass on State Parks lands. Holders of these permits and plates will need the Discover Pass to access lands managed by WDFW and DNR. Free WA State Park Days offered throughout the year.

ADA Access: Accessing Washington's Outdoors for Persons with Disabilities www.wdfw.wa.gov/accessibility

Washington State is recognized for its wide array of outdoor recreational activities and wildlife. The Department of Fish and Wildlife (WDFW) encourages all persons with a disability to experience recreation in Washington's wonderful outdoors. Numerous opportunities are offered for hunters and anglers with disabilities through legislative mandates, statues, and policies complying with provisions of the Americans with Disabilities Act (ADA). We have Trustland Trails, which is ADA Compliant. **Trustland Trails located in South Whidbey near the intersection of Hwy 525 & Craw Rd**

Fishing Licenses https://wdfw.wa.gov/sites/default/files/2019-05/2019_hunter_fisher_disability_application_0.pdf

The following are eligible for a combination fishing license (fresh water, salt water, and shellfish) and/or hunting license at a discounted rate. Resident who permanently uses a wheelchair as certified by the doctor, blind or visually impaired, developmental disability as determined by DSHS authority or physicians signature.

National Parks and Federal Recreational Lands Pass <https://www.nps.gov/subjects/accessibility/access-pass.htm>

Access Pass for free admission to National Parks and Federal Recreational Lands for U. S. Citizens or permanent residents with permanent disabilities The pass may be obtained in person at a federal recreation site or through the mail using the application form on the website.

Outdoors for All (206)838-6030 <https://outdoorsforall.org>

To enrich the quality of life for children and adults with disabilities through outdoor recreation

Pacific Northwest Ballet Designed to serve students in both inclusion and self-contained settings, PNB's special education program provides access and equity to dance to learn and discovery dance for students with disabilities. Through modified curriculum, identifying and facilitating student supports, collaboration with school and district staff, and ongoing training for PNB staff and teaching artists, all students can access the positive and empowering experience of dance. For more information, contact education@pnb.org or (206)441-2432

SENSORY FRIENDLY

Always call ahead to verify dates and times.

Swimming - Sensory Splash at Oak Harbor Pool:

(360)675-7665

Sensory Splash is a swim time dedicated to community members with special needs and their families.

Movies

(360)707-2727

Sensory Friendly AMC Movies at Cascade Mall, Burlington. Family and PG 13 movies offered days and nights Sounds are turned down, lighting is slightly on. Always check website or call for times and movie listings.

Chuck E Cheese

(360)755-1901

Sensory Sensitive Sundays. Cascade Mall, Burlington Opens early for this opportunity. 9-11am on the 1st Sunday of the month for families with autism and other disabilities. Lights are dimmed, limited appearances by Chuck E Cheese, less crowding and noise.

Pacific Science Center, Seattle

(206)443-2001

Explorations for All. Free admission with morning or evening opportunities on the 2nd Saturday of the month. Experience our exhibits without heavy crowds when we have softened general lighting and decreased the noise level and visual stimulation on interactive exhibits wherever possible.

Woodland Park Zoo Seattle. <https://www.zoo.org/access> Zoo for All!

(206)548-2500

Sensory maps and planning tools available.

Point Defiance Zoo & Aquarium Tacoma

(253)404-3800

Free Days for seniors and people with disabilities once a month. Check their website or call for dates and times. Don't forget to check out their sensory bags during your visit.

The Paramount Theater, Seattle offers a Sensory Friendly performances on occasion.

(206)682-1414

Pacific Northwest Ballet Sensory-friendly performances are designed to provide a welcoming and supportive environment for people with sensory processing challenges to enjoy the shared experience of live ballet with their friends and family. In this performance we understand that patrons may move, vocalize, and behave in ways that are sometimes not welcome in formal performance settings. Box Office at (206)441-2424 (Mon-Fri, 10am-6pm).

Museum of Pop Culture Mo-POP (206)770-2700 Email: info@mopop.org

<https://www.mopop.org/programs-plus-education/programs/sensory-friendly-programs/>

We strongly recommend guests ages 3 and above to wear a face covering at all times. To learn more about our policies.

We send guests a social story, map of the museum, and timeline of the day to help them learn more about our MoPOP and what to expect at Sensory-Friendly Programs Questions? Contact us at Education@MoPOP.org

WIC/FOOD RESOURCES

WIC: The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is a preventive health and nutrition program that provides short term assistance to young families to promote optimal growth and development services. Call to set up an appointment

Oak Harbor/ North Whidbey - Oak Harbor (360)240-5554
Langley/South Whidbey-Langley (360)221-8880
Camano Island 127 NE Camano Drive (360)387-0184
NASWI - WIC office 260 W Pioneer Way #13 (360)679-8049

Community Resource Center Stanwood (360)629-5257

Food vouchers for extreme circumstances when local food banks are not open. Financial help to avoid homelessness in form of hotel vouchers, state park vouchers, rent and/or mortgage assistance and move in costs. Financial help in the form of vouchers/cash for water and heat, fuel to get to needed appointments, work & school, necessary vehicle repair.

Dept. of Social and Health Services (DSHS) Food Benefits (877)501-2233

Apply online at www.waconnections.org or call customer service.

Basic Food Outreach with Opportunity Council Oak Harbor (360)679-6572 (800)317-5427

Provides information and direct application support that can help families and individuals obtain food stamps.

Various Foodbanks in Island County:

Whidbey Island:

Whidbey Island Nourishes (360)221-7787,
Island Church of Whidbey (360)221-6980,
SPIN Café Sack Meals (360)678-2348,
St. Augustine's Church OH (360)675-2303,
Ryan's House for Youth (ages 12-24) (360)331-4575,
North Whidbey Help House (360)675-0681,
Gifts from the Heart Food Bank (360)678-8312,
Good Cheer Food Bank (360)221-6454

Camano Island:

Stanwood/Camano Food Bank (360)629-2789
Camano Chapel (360)387-7202

Whidbey Angels whidbeyislandangels@gmail.com They also have a robust Facebook page.

Volunteer group that provides food, housewares, clothing & more for those in need on Whidbey and Anacortes

HOUSING

Island County Housing Support Center

(360)678-8284

Are you homeless or at risk of becoming homeless? We offer Assessments & Referrals to Housing Programs. Housing interest List with light touch case management. Walk in for an assessment.-105 NE 1st Street, Coupeville. 9am-3pm

Housing Authority

(360)678-4181

Primary resource for senior citizens (62 or older) and persons with disabilities (minimum age 18). This housing is not assisted living, and does not have any supportive services.

Opportunity Council housing crisis. <http://www.oppco.org>

(360)679-6577 or (800)317-5427

Broad scope of services that range from helping people in crisis with immediate needs to addressing long-term systemic change Community Resource Centers: Connects people with community resources to help meet basic needs such as food and housing; including requests for emergency shelter, rental assistance, referrals for affordable housing and problem solving help with landlord/tenant issues Food and Nutrition: Information about nutrition, and local food resources Home and Energy programs include Conservation *Education, the Energy Assistance, Home Repair, Lead Hazard Reduction, and Weatherization.

Community Resource Center of Stanwood/Camano <https://www.crc-sc.org/>

(360)629-5257

Food vouchers for extreme circumstances when local food banks are not open. Financial help to avoid homelessness in form of hotel vouchers, state park vouchers, rent and/or mortgage assistance and move in costs. Financial help in the form of vouchers/cash for water and heat, fuel to get to needed appointments, work & school, necessary vehicle repair.

Community Homes <https://www.community-homes.org>

(425) 233-6930

Provides, promotes, and sustains exceptional community-based housing for adults with intellectual and developmental disabilities.

Emergency Housing

Homeless Coalition (360)900-3077; Ryan's House (ages 18-24) (360)331-4575;

Oasis Teen Center (360)419-9058; House of Hope; The New Haven whidbeyhomeless.org; Oxford Houses for Women (360)682-6955 for Men (360)246-4101

Low income energy assistance program (360)679-6577 (800)317-5427

TRANSPORTATION

Island Transit and Paratransit

Whidbey (360)678-7771 (800)240-8747 Camano (360)387-7433

Specialized Transportation provides curb-to-curb transportation to people who are unable to ride fixed route buses due to a mental or physical disability. Everyone who rides Specialized Transportation must first apply for eligibility. Eligibility requirements have been established by the Americans with Disabilities Act (ADA). Train the Rider program is available to those that might need a little extra help navigating the system.

Medicaid Transportation—Northwest Regional Council <http://www.nwrcwa.org/medicaid-transportation> **(800) 860-6812 or (800) 585-6749** (in other counties and Point Roberts)

Island Senior Resources of Island County <https://senior-resources.org> **(360)321-1600**

Offer volunteer drivers for adults with disabilities ages 18 and up and seniors

Volunteer Medical Transportation Camano **(360)387-0222** Coupeville and Langley **(360)678-4886**

Skagit Transit (877)584-7528 Community Transit (800)562-1375

Care E Me based in Mt. Vernon **(360)755-3239** Owner: Carolyn Anderson

Apoyo para Familias en Español

Family Support - Latino Padres a Padres (Part of Parent to Parent)

PAMI Padres Apoyando Motivando Informando (Grupo de apoyo para familias de niños con necesidades especiales).

Laiza Ramos (787)529-6788 pamiespanol@gmail.com

la Coordinadora para la comunidad Latina (360)416-7570 (Skagit)

la Coordinadora para la comunidad Latina: (360) 255-2056 x 2 (Whatcom)

la Coordinadora para la comunidad Latina: (425)258-2459 xt 114 (Snohomish)



Los programas de apoyo de Padres a padres ofrecen apoyo emocional e información a las familias de niños con diferencias y retrasos del desarrollo o enfermedades crónicas. Toda su información se mantiene confidencial.

Servicios ofrecidos:

- Apoyo emocional para familias de niños con diferencias del desarrollo por padres/madres voluntarios.
- Actividades sociales y de recreación en nuestra comunidad - gratis.
- Visitas de/citas con la coordinadora para la comunidad hispana, individualizadas para su familia.
- Boletín de noticias y recursos en español por correo postal o correo electrónico.
- Promoción social con participación de la comunidad en la inclusión de las personas con retrasos del desarrollo.

El Centro para Niños con Necesidades Especiales <http://cshcn.org/languages/spanish>

Información y herramientas que pueden ayudarle a cuidar a su hijo(a) que padece de una condición crónica física, de desarrollo, de comportamiento o emocional.

Social Security Administration <https://www.ssa.gov/espanol/agencia/contacto/>

Developmental Disabilities <https://www.ssa.gov/espanol/agencia/contacto/>

Region 2 Spanish Case Resource Manager: (425)977-6636

Open Doors for Multicultural Families

(253) 216-4479

Arabic, Spanish, Mandarin, Cantonese, Korean, Russian, Somali and Vietnamese. Ensuring families with family members with developmental/intellectual disabilities and special health care needs have equal access to culturally and linguistically appropriate information, resources and services.

Northwest Immigrant Rights Project (800)445-5771 <https://nwirp.org>

Provides direct legal services for low-income immigrants.

Cultural Navigation Program at Seattle Children's Hospital

<https://www.cognitofrms.com/SeattleChildrens3/>

[CulturalNavigationProgramReferralFormSeattleChildrensHospital](#)

Washington State Health Care Authority HCA Interpretive Services

<https://www.hca.wa.gov/billers-providers-partners/program-information-providers/interpreter-services-providers> Contact (855)682-0787 For any questions regarding interpreter services:

Email: interpretersvcs@hca.wa.gov

Native Americans with Disabilities in Washington State

National Congress of American Indians Education, Health & Human Services: Disabilities

<https://www.ncai.org/policy-issues/education-health-human-services/disabilities>

VARIOUS HELPFUL RESOURCES & WEBSITES

Within Reach / Parent Help 123 (800) 322-2588

Help Me Grow, ParentHelp123 www.parenthelp123.org Within Reach provides free developmental screening, connections to early learning and family support services, referrals to early intervention for developmental delays, and family support in English and Spanish to families across Washington.

Washington 211 <https://wa211.org/> Call 211 and you will be connected at no cost, to critical health and human services in their community.

Washington Connections <https://www.washingtonconnection.org/home/>

Offers a way to apply for a variety of services such as food, Cash, Childcare, Long Term Care and Medical Savings Programs. Individuals that are age 65 or older, blind or disabled may also apply for medical assistance.

Opportunity Council – (360)679-6577 or (800)317-5427 for housing crisis. <http://www.opcco.org/>

Broad scope of services that range from helping people in crisis with immediate needs to addressing long-term systemic change Community Resource Centers: Connects people with community resources to help meet basic needs such as food and housing; including requests for emergency shelter, rental assistance, referrals for affordable housing and problem solving help with landlord/tenant issues Food and Nutrition: Information about nutrition, and local food resources Home and Energy programs include Conservation*Education, the Energy Assistance, Home Repair, Lead Hazard Reduction, and Weatherization.

Community Resource Center <https://www.crc-sc.org/> (360)629-5257

Food vouchers for extreme circumstances when local food banks are not open. Financial help to avoid homelessness in form of hotel vouchers, state park vouchers, rent and/or mortgage assistance and move in costs. Financial help in the form of vouchers/cash for water and heat, fuel to get to needed appts, work & school, necessary vehicle repair.

Readiness to Learn <http://www.readinesstolearn.org/> (360)221-0484 Readiness To Learn is a non-profit organization that works in partnership with schools, communities and families. Our goal is to help each child reach their potential regardless of their circumstances. Readiness To Learn is your one stop shop when you need information, encouragement or support. We can help.

South Whidbey Community Center (360)221-0663 A place for families, schools and community members

Open Doors for Multicultural Families (253) 216-4479 Arabic, Mandarin, Cantonese, Korean, Russian, Somali, Spanish and Vietnamese Ensuring families with family members with developmental/intellectual disabilities and special health care needs have equal access to culturally and linguistically appropriate information, resources and services.

Center on Human Development and Disability (206)543-7701 <https://depts.washington.edu/chdd/>

The Center on Human Development and Disability (CHDD) at University of Washington is one of the nation's largest and most comprehensive interdisciplinary service, research, and training centers focusing on children and adults at risk for or who have established developmental disabilities.

Island Senior Resources (360)221-1600 Provide resources that enhance the emotional, social and physical wellbeing of seniors, adults with disabilities and those who care for them. Trainings, support, services, etc.

WA State Long Term Care Ombudsman (800)562-6028

Senior Aging & Disability So Whidbey (360)221-1600 No Whidbey (360)675-0311 Camano (360)387-6201

The Family Helpline (800)932-4673 Call this number from anywhere in Washington and access the online resource database anytime 24/7 for parenting information, family support, referrals to community classes, services and resources.

CADA—Citizens Against Domestic and Sexual Abuse (360)675-7057

Veterans Resource Center (360)331-8081 (360)331-8081

NW Access Fund offers people with disabilities customized loans, financial coaching, and other resources to promote access to assistive technology, independence, financial resilience, and life opportunities. <https://www.nwaccessfund.org/>

Informing Families www.informingfamilies.org (FB)

ARC Of Washington and Parent to Parent www.arcwa.org (FB)

Island County Parent to Parent www.islandcountywa.gov/humanservices/pages/parent-to-parent.aspx (FB)

ARC of Snohomish County www.arcsno.org (FB)

ARC of Whatcom County www.arcwhatcom.org (FB)

Disability Support with DSHS www.dshs.wa.gov/disability-support

Washington Autism Alliance and Advocacy www.washingtonautismalliance.org (FB)

Senior Services of Island County www.senior-resources.org (FB)

Washington PAVE www.wapave.org (800)5PARENT (FB)

WA State Father's Network www.fathersnetwork.org (FB)

Understood— Learning Disabilities www.understood.org (FB)

Don't IEP Alone: A Day In Our Shoes <https://adayinourshoes.com/>(FB)

Open Doors for Multicultural Families **(253) 216-4479** Arabic, Mandarin, Cantonese, Korean, Russian, Somali, Spanish and Vietnamese www.multiculturalfamilies.org/ (FB)

Center on Human Development and Disability/Center for Excellence in Developmental Disabilities **(206)543-7701**
depts.washington.edu/chdd/gist/about_chdd.html

Ed Wiley Autism Acceptance Lending Library Stanwood **(425)791-0869**

WA State Long Term Care Ombudsman **(800)562-6028** www.waombudsman.org/

Senior Aging & Disability Resource S Whidbey **(360)221-1600** N Whidbey **(360)675-0311** Camano **(360)387-6201**

Opportunity Council **(800)317-5427**

The Family Helpline **(800)932-4673** Call this number from anywhere in Washington and access the online resource database anytime 24/7 for parenting information, family support, referrals to community classes, services and resources.

CADA—Citizens Against Domestic and Sexual Abuse **(360)675-7057**

Island County Emergency Preparedness Phone app and website:
<https://www.islandcountywa.gov/DEM/Pages/Home.aspx>

NAMI –National Alliance Mental Illness in WA <https://www.namiwa.org/> (FB)

Whidbey Island Macaroni Kid Activities/events on Whidbey <https://whidbeyisland.macaronikid.com/> (FB)

Learning Disability Association of Washington www.ldawa.org/resources/

Disability Rights of Washington www.disabilityrightswa.org

Seattle Children's Patient and Family Autism Resources
<https://www.seattlechildrens.org/clinics/autism-center/patient-family-resources/> **(206)987-8080**

(FB) indicates Facebook page

UNDERSTANDING YOUR MEDICAL INSURANCE

Navigating Your Insurance Coverage

When your child has a special health care need, developmental delay or disability, it is important to understand your insurance coverage. You are encouraged to learn more about your health insurance benefits and how insurance may be used to contribute to funding your child's early intervention program. You can use the attached *Insurance Verification Worksheet* with more detailed tips to gather this information to share on with your Family Resources Coordinator (FRC) and Early Intervention Team.

Learn About Your Plan

Learning about your coverage will help you make the best decisions to meet your child's needs. Your insurance plan has a Summary Plan Description, a document that summarizes your coverage and provides some guidance on how to find providers who accept your insurance and/or are in your network. Depending on your employer and the insurance provider, this may be a paper document or information you can read online. To find the information about your plan contact your employer's human relations department or the member service information on your insurance card.

General Questions to ask about Your Plan

Beyond the basics of learning what your plan covers, it is important to learn about the rules required for coverage:

- Does your plan require a referral from your doctor or other service provider to see a specialist?
- Does your plan require a referral to see a specific therapist/program who provides early intervention services (i.e., Physical Therapist, Occupational Therapist, Speech Therapist, Nutritionist)
- How do you obtain a referral? Office visit? Notice in advance? Other?
- How many therapy visits does my plan cover in a year? Does the referral require renewal? Can you get approval for more visits over the phone or do you need to schedule another visit with the primary care doctor?
- What appointments, test and procedures require pre-authorization? Can the doctor obtain the pre-authorization or do you need to contact your health plan directly?
- Are you required to use only providers who have agreed to be covered by the plan (in network providers)?
- If you can also see doctors or other medical service providers who are not part of your plan (out of network coverage), what rules does the plan have for seeing these doctors or other service providers? What will it cost you to use an out of network provider?
- Can you see a doctor or other service provider who is not in your plan's network in an emergency or when traveling? If so, what will the cost be to you?

How many sessions the authorization/prescription covers: _____

What periods of time will the authorization/prescription cover: _____ to _____

Can we get more visits approved once we have exhausted the visits? ____ Yes ____ No

Are the following codes covered?	Therapy	Code	Yes	No
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Medically Necessary

Even if you know what benefits your health plan will cover and how the billing works, you may still have problems with getting your child’s early intervention services covered. “Medically necessary” is the term that insurance companies use to determine the medical need for a particular treatment or procedure. This definition is used as a determining factor of payment for treatment and procedures your child may need. 2

You should always look for your plan’s definition of medical necessity; any definition of medical necessity has room for interpretation. If you need to prove medical necessity, a letter can be written by your Primary Care Provider, or other medical provider requesting the service.

Appealing a Denial

If your health plan has not paid for a service or will not agree in advance to a service, then you have the option of appealing the health plan’s decision. While your FRC or service provider may be able to work with you and your health plan to get information on why the insurance is not paying for the service, you are responsible to initiate an appeal. The information on the appeals process for your health plan is in the Evidence of Coverage. The process for a Health plan appeal will vary from health plan to health plan so you should familiarize yourself with the process at the same time you are reviewing your coverage. Your plan’s Explanation of Benefits (EOB) form will tell you if a service is covered or not. Your health plan does not have to cover all services for your child and you should first check the Evidence of Coverage booklet to make sure your plan covers the denied service. In general the following steps can be taken:

You may have to file your appeal within a specified period of time. Appeals filed outside the allowed time period will not be considered by the health plan. In some cases the plan may have a special procedure for urgent cases.

For more information on Insurance regulations in Washington State Call the Insurance Consumer Hotline at 1-800-562-6900.

For more information on health care financing for children who have a special health care need, developmental delay or disability call Family Voices of Washington State at 1-800-5-PARENT. 3

- If you believe the service has been denied in error, you can contact your plan by phone to discuss your EOB. This is an informal review process. Make sure you get in writing any outcome from an informal review as you cannot appeal a phone call.
 - Keep a record of every phone call to your plan with the name of the person you talked to and notes of the conversation. If the health plan representative will get back to you with information, make sure you find out when you can reasonably expect a reply and follow up with the health plan if you have not heard back.
- If your customer service representative says your plan will not cover a service, you can still submit a claim for coverage. You will need the written denial if you want to proceed to a formal appeal.
 - If you decide to file a formal appeal, it must be in writing.
 - Your health plan may have an appeal form.
 - If not, the Evidence of Coverage will describe the appeal process.
 - Always keep a copy of your written appeal.
- Expect to provide the following information in an appeal
 - Your name, address, and telephone number
 - Your member identification number or Social Security number
 - Copies of the Explanation of Benefits (EOB) forms and your provider's name and billing form
 - Description of the service or procedure you want covered
 - Information supporting why the service should be covered

If yes, ask what they need (i.e., medical records, prescription, evaluation, letter of medical necessity, etc) in order to preauthorize visits or give you a prescription:



Island County Parent to Parent

Support & Resources for Families Raising Kids/ Adults with Special Needs &/Or Disabilities



Tiffany Wheeler-Thompson ,Coordinator
105 NW 1st Street, Coupeville, WA 98239
(360)632-7539 call/text
Email: t.wheeler-thompson@islandcountwa.gov
<https://www.islandcountywa.gov/198/Parent-to-Parent>

**Check us out on Facebook for up-to-date resources, information and activities

Resources, Information & Support For Families In Island County, Statewide And Throughout The Region

This resource guide is presented by Island County Parent to Parent, Island County Developmental Disabilities and Island County Human Services. This and other resource guides are available on our website: <https://www.islandcountywa.gov/198/Parent-to-Parent>

Mission

We walk alongside those parenting children with developmental disabilities and/or special health care needs, connecting them with peer support and information so they can take the next step.

Parent to Parent No Cost Services

- Support
- Resources
- Newsletters
- Support Meetings
- Educational Workshops
- Social/Recreational Events
- Presentations in our Community

Open your camera app to link to websites



Parent to Parent



Parent to Parent Facebook Page



Island County Autism Resource

Call/Text (360)632-7539 <https://www.islandcountywa.gov/198/Parent-to-Parent>

Various Resource Guides Available on Our Website. If you would like a hard copy, send us a message.

- ◆ Island County Disability Resource Guide
- ◆ Transition Services & Resources: School Age to Adulthood
- ◆ Island County Autism Spectrum Disorder (ASD) Resource Guide
- ◆ Island County Behavioral Health Directory

Island County Autism Spectrum Disorder Resource Website

Autism Partnership of Island County presents an Island County ASD website of resources for families. Have a concern? Need a screening? Need resources? Need support? <https://www.pilotage.org>