

Eastern Washington Fire Recovery Resources

Updated March 11, 2024
Resource availability is subject to change.



To access this information electronically, open the camera app on your android or iPhone.
Focus the camera on the QR code above and click the link that shows on your screen.

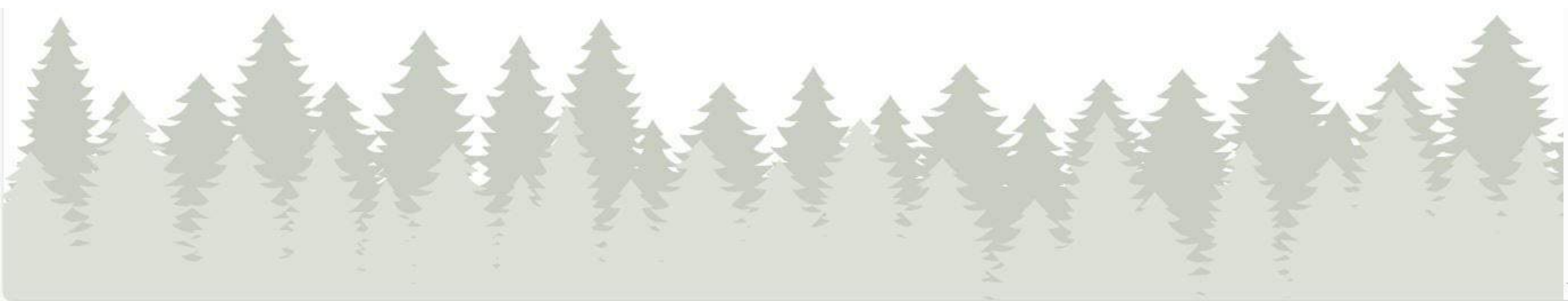
Link: [American Sign Language Translation: Eastern Washington Fire Recovery Resources](#)

Residents recovering from the Gray and Oregon Rd Fires should reach out to the Spokane Regional Long Term Recovery Group for assistance. Visit: <https://srltrg.org/>



The Spokane Region Long-Term Recovery Group was organized in the wake of the August 2023 Gray Road and Oregon Road wildfires in Spokane County. It was created to coordinate recovery services and resources for individuals, families, businesses, and communities that were adversely impacted. Its focus is on addressing emergency, short-term needs and managing resources so they will be available for long-term rebuilding and recovery.

Disaster case managers through the Salvation Army are available to assist with fire recovery. Case managers will help those impacted establish a fire recovery plan and access needed resources, including Wildfire Response Funds at Innovia.





CASE MANAGER

OREGON RD FIRE

DON SIMPSON

CASE MANAGER

OFFICE: 509-325-6810

CELL: 509-389-6470

LYNNA MACLEOD

CASE MANAGER

OFFICE: 509-325-6810

CELL: 509-315-7594

LOCATIONS & TIMES

COUNTRY CHURCH OF THE OPEN BIBLE

40015 N. COLLINS RD, ELK, WA 99009

10:00 AM-3:00 PM

MONDAY AND WEDNESDAY

NEW HOPE RESOURCE CENTER

4211 E. COLBERT RD, COLBERT, WA 99003

9:30AM-2:30PM

TUESDAYS

THE SALVATION ARMY

222 E. INDIANA AVE, SPOKANE, WA 99207

GRAY FIRE CASE MANAGERS

ALAYSHA BREITHAAPT

CASE MANAGER

509-263-1957

BILL SHIELDS

CASE MANAGER

509-389-6286

ST. JOHN'S LUTHERAN CHURCH

223 S. HALLETT RD

MONDAY, TUESDAY, THURSDAY

9:30AM - 3:30PM

222 E. INDIANA AVE.

BY APPOINTMENT



PLEASE CALL THE CASE MANAGERS ABOVE IF WE MISS YOU

Community Meetings

All members of the community impacted by the Oregon Road and Gray Wildfires are welcome and encouraged to attend the following townhalls. Representatives from FEMA and the Small Business Association will be available to help explain the disaster recovery process. The Salvation Army disaster case managers and a representative from the County Building Permit office will also be on site.

Oregon Road Fire Townhall

Tuesday, March 19, 7PM

Location:

Country Church of the Open Bible
40015 N. Collins Rd.
Elk, WA 99009

Gray Fire Townhall

Wednesday, March 27, 7PM

Location:

Medical Lake High School – Auditorium
200 E. Barker St.
Medical Lake, WA 99022

Disaster Recovery Centers



FEMA

Disaster Recovery Centers are open to those who would like to speak, in person, to specialists from FEMA, the U.S Small Business Administration, the Washington Emergency Management Division, and Spokane County Emergency Management. These representatives are available to help survivors apply for disaster assistance, answer questions about the registration process and meet with Disaster Case Managers. However, you do not need to visit a Disaster Recovery Center to register for FEMA Assistance. You can apply for FEMA assistance by visiting disasterassistance.gov, using the FEMA mobile app, calling 1-800-621-3362 or visiting a Disaster Recovery Center.

Disaster Recovery Center (Medical Lake)

Medical Lake City Hall
124 South Lefevre Street
Medical Lake, Washington 99022

Disaster Recovery Center (Elk)

Country Church of the Open Bible
40015 North Collins Road
Elk, Washington 99009

Monday 8:30 AM - 6:30 PM
Tuesday 8:30 AM - 6:30 PM
Wednesday 8:30 AM - 3:30 PM
Thursday 8:30 AM - 3:30 PM
Friday 8:30 AM - 6:30 PM
Saturday 9:00 AM - 3:00 PM
Sunday Closed

**The Medical Lake Center will close early at 6 pm on the first and third Tuesday of the month.*

**Click [here](#) for more details about the Disaster Recovery Centers.*

Apply for Disaster Assistance

Survivors of the Gray and Oregon Road Fires can apply for FEMA assistance by visiting **disasterassistance.gov**, using the **FEMA mobile app** or calling **1-800-621-3362**.

- Stay in touch and continue to partner with or register through your Disaster Case Managers for the Gray or Oregon Road Fire. For more information and resources, text “recovery” to **99411** or visit the Spokane Region Long Term Recovery Group (**srltrg.org**).
- For hours and locations of Disaster Recovery Centers where survivors can meet in-person with representatives from federal, state, and local agencies and organizations, visit **fema.gov/drc**.

When you apply, have the following available:

- Your address with zip code
- Condition of your damaged home
- Insurance information, if available
- Social Security number
- Phone number where you can be contacted
- Physical address or email where you can receive information

You will be given a 9-digit FEMA registration number. Be sure to save the number and have it handy whenever you contact FEMA.

If you require a reasonable accommodation such as language translation or interpretation, mobility assistance, or sign language interpretation, email **FEMA-language-access-request@fema.dhs.gov** or notify staff in the field.

FEMA is committed to ensuring disaster assistance is accomplished equitably, without discrimination on the grounds of race, color, religion, nationality, sex, age, disability, English proficiency or economic status. Any disaster survivor or member of the public may contact the FEMA Civil Rights Office if they feel that they are the victim of discrimination. FEMA's Civil Rights Office can be contacted at 1-833-285-7448. Multilingual operators are available.



FEMA

Solicite Asistencia por Desastre

Los sobrevivientes de los incendios Gray y Oregón Road pueden solicitar asistencia de FEMA inscribiéndose en **disasterassistance.gov/es**, por medio de la **aplicación móvil de FEMA** o llamando al **1-800-621-3362**.

- Manténgase en contacto y continúe trabajando con su Coordinador de Casos por Desastre sobre los asuntos relacionados con el incendio Gray y el incendio Oregón Road. Para más información y recursos, envíe un mensaje de texto con la palabra "recovery" al **99411** o visite el Grupo de Recuperación a Largo Plazo de la Región de Spokane (**srltrg.org**)
- Para conocer la ubicación y los horarios de atención de los Centros de Recuperación por Desastre, visite **fema.gov/drc**.

Tenga disponible la siguiente información:

- Dirección con el código postal
- Condición de su propiedad dañada
- Información del seguro, si está disponible
- Número de Seguro Social
- Número de teléfono donde se le pueda contactar
- Dirección física o correo electrónico donde puede recibir notificaciones

Se le brindará un número de 9 dígitos de inscripción de FEMA. Anótelos y téngalos a la mano cada vez que se comunique con FEMA.

Si necesita algún acomodo razonable, como traducción o interpretación de idiomas, asistencia de movilidad o interpretación de lenguaje de señas, envíe un correo electrónico a **FEMA-language-access-request@fema.dhs.gov** o infórmelo al personal de FEMA.

La asistencia de recuperación por desastres está disponible sin discriminación por motivos de raza, color, religión, origen nacional, sexo, edad, discapacidad, dominio del inglés o nivel económico. Cualquier sobreviviente o miembro del público puede comunicarse con la Oficina de Derechos Civiles de FEMA si siente que fue víctima de discriminación. Puede contactar la Oficina de Derechos Civiles de FEMA al 1-833-285-7448. Hay operadores multilingües disponibles.



FEMA

Подайте заявку на получении помощи в случае стихийного бедствия.

Лица, пострадавшие от лесных пожаров на дорогах Gray и Oregon могут подать заявку на получение помощи от FEMA на веб-сайте **disasterassistance.gov**, с помощью мобильного приложения **FEMA mobile app** или по телефону **1-800-621-3362**.

- Оставайтесь на связи и продолжайте сотрудничать с / зарегистрируйтесь через своих менеджеров по ликвидации последствий пожаров на дорогах Gray и Oregon. Для получения дополнительной информации и ресурсов отправьте текстовое сообщение со словом «recovery» на номер **99411** или посетите веб-сайт Группы долгосрочного восстановления региона Spokane (**srltrg.org**).
- Посетите веб-сайт **fema.gov/drc**, чтобы узнать часы работы и местонахождение Центров восстановления после стихийных бедствий, где пострадавшие могут лично встретиться с представителями федеральных и местных ведомств и организаций.

При подаче заявки имейте в наличии следующее:

- Ваш адрес с почтовым индексом
- Описание состояния вашего поврежденного дома
- Сведения о страховке, если таковая имеется
- Номер социального страхования
- Номер телефона, по которому с вами можно связаться
- Фактический адрес или электронная почта, где вы можете получить информацию

Вам будет предоставлен 9-значный регистрационный номер FEMA. Обязательно сохраните этот номер и держите его под рукой при каждом обращении в FEMA.

Если вам требуется дополнительная помощь, такая как письменный или устный перевод, помощь в передвижении или сурдоперевод, напишите по адресу **FEMA-language-access-request@fema.dhs.gov** или уведомите сотрудников на местах.

*FEMA стремится обеспечить оказание помощи при стихийных бедствиях на справедливой основе, без дискриминации по признаку расы, цвета кожи, религии, национальности, пола, возраста, инвалидности, владения английским языком или экономического статуса. Любое лицо, пережившее стихийное бедствие, может обратиться в Civil Rights Office (Офис по гражданским правам) FEMA, если считает, что стало жертвой дискриминации. С Civil Rights Office (Офисом по гражданским правам) FEMA можно связаться по номеру **1-833-285-7448**. К вашим услугам операторы, говорящие на нескольких языках.*



FEMA

FEMA Press Releases



FEMA

[FEMA Disaster Recovery Centers Open in Spokane County](#)

Two Disaster Recovery Centers will open Thursday, Feb. 29, in Spokane County to assist residents who were affected by the Gray and Oregon Road Wildfires. The Centers are a temporary facility established to help survivors navigate through the various local, state and federal assistance programs that may be available to them.

[FEMA Assistance Available for Survivors of Eastern Washington Wildfires | FEMA.gov](#)

Be sure to apply for both state and FEMA disaster assistance so that you can receive all of the assistance from FEMA that may be available based on your eligibility.

[FEMA Home Inspections Begin in Spokane County | FEMA.gov](#)

After you apply for FEMA assistance, FEMA may call you to schedule an appointment to inspect the damage to your home. FEMA staff may call from an out-of-state, unknown or restricted phone number – it's important to answer so your application can move forward. Failure to do so may delay the processing of your application.

Property Tax Relief

Citizens with direct property losses due to the fires may call the Spokane County Assessor's Office to see if they qualify and to apply at: [\(509\) 477-3698](tel:5094773698) or visiting the [Assessor's website](#).

- The Assessor will then evaluate the taxpayer's claim and determine if the property and taxpayer qualify for a reduction in value and tax relief.
- The County Treasurer will calculate the amount of the abatements and/or refund of taxes and notify the taxpayer of their determination.
- An application must be filed within three years of the date of destruction or reduction in value.
- A [Frequently Asked Questions guide](#) is available from the Washington State Department of Revenue, along with additional details on the [state law](#). Link to: [Destroyed Property Form](#)

Additional Recovery Resources

Country Church of the Open Bible

40015 N. Collis Rd, Elk WA, 99099

Call: 509-292-8770

Link: <https://ccob.life/>

Providing assistance to the Elk community

Re*Imagine Medical Lake

107 W. Lake St, Medical Lake, WA 99022

Call: 509-418-4481

Link: <https://medicallake.org/gray-fire-recovery/>

Providing assistance to the Medical Lake community

City of Medical Lake

Emergency Response phone 509-505-3650

Email: ERT@medical-lake.org

Link: [City of Medial-Lake.org](https://CityofMedial-Lake.org)

124 S. Lefevre St. Medical Lake, WA 99022

Available to take messages and answer questions.

Cheney Nazarene Church

Help with clothing.

338 W Betz Rd, Cheney, WA 99004

Call: 509-747-8480

Need a replacement of Durable Medical Equipment?

There is a local partner who can support replacement at no cost to the client.

Contact: info@KCHelp.org / Call: 509-212-0900

The Figtree

Independent, nonprofit resource directory for the Inland Northwest

<http://www.thefigtree.org/connections-resources.html>

Call: 509-535-4112

New Hope Resource Center

4211 E Colbert Rd, Colbert, WA 99005

509 467 2900

Newhoperesource.org

Supporting the Elk community.

Additional Recovery Resources continued

The Washington Connection

Provides information regarding emergency shelters & resources.

Phone: 1-877-501-2233

[Explore Options - Washington Connection](#)

Catholic Charities Spokane

All residents of communities throughout Eastern Washington can access assistance with basic needs, from groceries and gas to utilities and rent through a network of parish and community partners.

Call Emergency Assistance 509-456-2253 | 12 E. 5th Avenue, Spokane WA 99202

Giving Back Spokane

Community Facebook group where residents of Spokane are teaming together to gather specific needs for those in need. [Giving Back Spokane | Facebook](#)

Burbity Workspaces

If you work remote and have been evacuated for any of the local fires, please call us or drop in! They will provide a free place with Wi-Fi, coffee and a quiet, calm environment to get some work done.

Call 509-255-7275 or visit <https://burbity.com/sprague/> 1722 E Sprague Ave, Spokane, WA 99202

Bohemian Spokane

Accepts donations and works with the Red Cross to distribute clothing, baby items, food and housewares. Please contact them through [their Facebook page](#) to request assistance.

Additional Recovery Resources continued

YMCA of the Inland Northwest

Providing free showers and a safe place.

- 1126 N Monroe St, Spokane, Phone: 509-777-9622
- 930 N Monroe St, Spokane, Phone: 509-777-9622
- 10727 N Newport Hwy, Spokane, Phone: 509-777-9622

The Wellness Center

Providing free showers and a safe place.

- North Park: 8121 N Division St, Spokane
Phone: 509-467-5124
- Central Park: 5900 E 4th Ave, Spokane
Phone: 509-535-3554
E-Mail: info@wellnessco.com

Military & Family Readiness Center

Available to those with base access at Fairchild Air Force Base. Safe place and supplies available.

- 4 W Castle St, Fairchild AFB, WA 99011,
Phone: 509-247-2246

Spokane County Information

- <https://spokanecounty.org/>
- <https://www.spokanetransit.com/>
- [Spokane County Emergency Management Facebook Page](#)

Avista Utilities

Report the smell gas, power outages or downed power lines
24/7 call 1-800-227-9187

Link: <https://outage.myavista.com/>

Our Place Community Center (downtown Spokane)

Food Bank, Hygiene Bank, Clothing Bank, Laundry Services All
Services are free of charge.

Hours: Wed, 3:30pm to 6:30pm & Thurs, 10:00am to 12:30am

Visit: <https://www.ourplacespokane.org/>

Call: 509-326-7267

Search resources in Washington with 2-1-1



2·1·1

Get Connected. Get Help.™
Conéctese. Consiga ayuda.

**on demand
has arrived!**

Find community resources
and get connected today.



**¡Ya llegó
respuesta
rápida!**

Encuentre recursos
comunitarios y
conéctese hoy.

**Simply text
211WAOD to 898211**

Standard msg & data rates may apply.
Text STOP to opt-out. For end user privacy
and terms and conditions of texting
with 898211, go to: <http://www.preventpaytext.com/policies/>

Powered by PreventionPays Text.

**Simplemente envíe
211WAOD por texto
al 898211**

Es posible que se apliquen tarifas estándar de
mensajes y datos. Envíe el mensaje de texto
STOP para optar por no participar. Para ver la
privacidad del usuario y los términos y
condiciones de los mensajes de texto con
898211, visite: <http://www.preventpaytext.com/policies/>

Provisto por PreventionPays Text.

You will reach a highly-trained information and referral specialist who will assess your needs and provide a list of referrals to available resources in your community. Washington 211 has a database of over 27,000 resources to help you find the right services.

Referrals are usually given over the phone or can be emailed or text to you. In crisis situations a warm transfer can be made directly to crisis specialists or 9-1-1. This includes categories such as free meals, shelter/housing, clothing, hygiene items, financial assistance, transportation, etc.

3 Ways to contact

1. Call 2-1-1 by phone

TTY for the deaf and hard of hearing and interpreter services are also available in 140+ languages.

2. Text 211WAOD to 898211

3. Visit [Washington 2-1-1 \(wa211.org\)](http://www.wa211.org)

Crisis Counseling Support

- **SAMHSA The Disaster Distress Helpline (DDH)** is the first national hotline dedicated to providing disaster crisis counseling. This toll-free, multilingual, crisis support service is available 24/7 to all residents in the U.S. and its territories who are experiencing emotional distress related to natural or human-caused disasters.
- **Call, text, or video [1-800-985-5990](tel:1-800-985-5990).**
- **Español:** Llama o envía un mensaje de texto [1-800-985-5990](tel:1-800-985-5990) presiona “2.”
- **For Deaf and Hard of Hearing ASL Callers:** To connect directly to an agent in American Sign Language, click the "ASL Now" button below or call [1-800-985-5990](tel:1-800-985-5990) from your videophone. ASL Support is available 24/7. [FAQs for ASL NOW users](#).
- **Suicide & Crisis Lifeline:** Call, text, or video 988

Suggestions for Caring for Yourself and Loved Ones

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- **Acknowledge your thoughts and emotions.** It is common to experience a wide range of emotions following a disaster. Avoid self-talk about what you “should” be feeling.
 - **Reach out to family, friends, and community.** Talk with trusted people in your life about how you are doing. Seek support from your community and faith-based resources, if applicable.
 - **Set boundaries around when and how often you consume media.** Constant access to news and social media means that we can easily become overloaded by bad news. You might make a conscious choice not to watch the news right before bedtime. You might decide to leave your phone charging in another room, so you don’t check social media during a meal, at work, or from bed. You may want to set a timer and limit access to newsfeeds to limited blocks of time.
 - **Identify things within your scope of influence.** It is easy to feel helpless in overwhelming situations, so it can be useful to focus on what you can do. How can you most directly and positively make an impact? This could include actions like donating to a credible relief organization, checking in on someone you feel concerned about or volunteering with a relevant cause or group.
 - **Take care of your physical health.** Remember to move yet be conscious of the air quality that surrounds you. It’s not just that exercise can help us feel physically better. Trauma tends to “get stuck” in our bodies and choosing to move can help shift hard feelings. Try any movement that works for your body. Eat healthy foods and get adequate sleep and rest when you can.
 - **Be gentle with yourself.** Know that you are not alone in experiencing strong reactions to these events. Don’t despair if you are having a hard time concentrating at work or keeping your cool with your partner or kids. What’s one thing you can do to be kind to yourself today?
 - **Seek out and use supportive resources.** Ask for support and help from the people, places and programs that are helpful to you.

How do I replace my personal documents?

- **Driver's License or Identification Card:** Contact your local **Department of Licensing (DOL) office** or other issuing authority. Visit dol.wa.gov or call 360-902-3900
- **Military Documents:** Contact the Department of Veteran Affairs at 1-800-827-1000 or TDD/TTY 1-800-829-4833.
- **Passport:** Visit the U.S. Department of State's [How to Apply page](#).
- **Birth, Death, Marriage or Other Certificates:** Contact the Department of Health (DOH) at ContactCHS@doh.wa.gov or 360-236-4300.
- **Credit or Debit Cards:** Contact your banking or credit institution.
- **Citizenship Papers:** Contact the Bureau of Citizenship and Immigration Services at 1-800-375-5283.



Tip: Reach out to your current employer as Human Resources may have copies of documents you provided during your onboarding process.

This may include copies of your Social Security Card, Birth Certificate, Passport, etc.

Fire Remediation and Debris Removal Services in and around Spokane

Residents should contact their insurance providers first to see if the insurance company has a preferred choice and to ensure that services are covered.

Spokane County Regional Solid Waste System is advising insured property owners to speak with their insurance providers and only hire certified, licensed, and bonded contractors for clean-up. A verification tool is available from the Washington State Department of Labor & Industries. Visit: [Spokane County Regional Solid Waste System Offers Guidance for Fire Debris Disposal | Washington Updates | NewsBreak Original](#)

Servpro- When you need fire damage restoration, SERVPRO is here to help with smoke removal and fire damage cleanup, assessment, soot removal, and restoration services. Handles insurance navigation and paperwork.

Visit: www.servpro.com or [Fire Damage Restoration and Smoke Removal | SERVPRO](#)

Call: 509-822-5995

PuroClean- (North Spokane) Offers expert smoke & fire damage restoration and repair services.

Visit: www.puroclean.com or [Fire Damage Restoration and Cleanup Services in Spokane, WA \(puroclean.com\)](#)

Call: 509-505-5353

Restoration Done- Professional Fire Damage Cleanup and Repair, Emergency Response & 24/7 Assistance.

Visit: www.restorationdonellc.com or [Fire Damage Restoration](#).

Call: 509-272-9030



ARE YOU AFFECTED BY THE FIRE?

Veterans Community Response
wants to help.

IF YOU ARE UNINSURED AND YOU HAVE NO OPTIONS
FOR HELP WITH DEBRIS REMOVAL CALL TRAVIS
ALEXANDER AT HIS NUMBER BELOW TO SEE IF YOU
QUALIFY FOR FREE ASSISTANCE FROM OUR TEAM.

Our all-volunteer team of Community Responder Sawyers are
certified and trained to conduct hazardous shrub and tree
removal, debris removal, displacement, and other chainsaw
work.



Travis Alexander 509-981-4313
www.vetcomres.org



Contact Travis Alexander
Call 509-981-4313
Visit www.vetcomres.org

Hazardous Materials Resources



Returning to your property after a fire can be dangerous. Please see below for information on hazardous materials you may find, and how to stay safe! Click on the following links for more information.

Spokane Regional Clean Air Agency

- [Special Notice to Property Owners Affected by the Gray and Oregon Road Fires: Asbestos & Fire Damaged Structures](#)

The Spokane Regional Health District information on residential post-fire cleanup:

- [Cleanup of Wildfire Debris Can be Hazardous to Your Health](#) and [After a Wildfire](#).
- [Asbestos & Fire Damaged Structures - FAQs](#)

Washington Department Of Ecology resources:

- [Where can I dispose of household hazardous waste?](#)
- [Report an environmental Issue \(including oil or other spills\)](#)

Homeowner Assistance Fund



The Washington State Homeowner Assistance Fund (HAF) provides individual support and federal relief funds to qualified Washington homeowners behind on their mortgage due to pandemic hardship. This program is administered by the Washington State Housing Finance Commission. Click here [learn more](#).

Washington HAF connects you with a housing counselor who provides free and confidential support and can assist you with many options to prevent foreclosure. Call the Hotline at [1-877-894-4663](tel:1-877-894-4663) for a no-cost assessment and referral to a housing counselor in your area.

Washington State Department of Natural Resources: Post Fire Restoration Assistance



DNR can assist landowners with their forestland recovery efforts in areas that burned. Applications for assistance can be submitted at any time by reaching out the DNR Service Forester for your area. Service Forester contact information can be found at the following website:

<https://foresthealthtracker.dnr.wa.gov/FindYourForester/Index>

DNR Service Foresters may be able to assist with the following forestland activities:

- Forestland Damage Assessment
- Sediment Management
- Invasive Species Management
- Reforestation
- Fire Trail and Forest Road Repair

For more information, please contact the DNR NE Region Office at (509) 684-7474 or visit <https://www.dnr.wa.gov/postfirerecovery>

Natural Resources Conservation Service (NRCS) Description of Post Wildfire Assistance



NRCS can provide technical and financial assistance to landowners. The most applicable financial assistance program for fire affected land will be the Environmental Quality Incentives Program (EQIP). Applications for the EQIP program are accepted at any time, however there is an application cutoff date of 10/20/23 for fiscal year 2024 funding. Applications received after close of business 10/20/23 will go into the next funding cycle.

Common Activities:

- Woody debris treatment to prepare site for replanting and/or reduce hazardous fuels.
- Tree and shrub planting to restore woody vegetation
- Grass/Forb planting to reduce erosion risk, restore desirable vegetation

NRCS Washington website: [Washington | Natural Resources Conservation Service \(usda.gov\)](https://www.nrcs.usda.gov/washington)

To get more details and start application process contact call: [509\) 381-6732 Ext. 3](tel:5093816732)

Staff: Richard Edlund -District Conservationist
Steve Sprecher -Resource Conservationist
Tiffani Walker -Soil Conservationist
Melissa Pierce -Soil Conservationist
Logan Carr -Soil Conservationist

Address: Spokane Service Center
Natural Resources Conservation Service
8815 E Mission Ave Ste B
Spokane Valley, WA 99212-2532



Help for older adults and adults living with disabilities to age safely at home

Spokane County



Help Line: 509-960-7281

action@altcew.org

<https://www.facebook.com/AgingLTC/>

<https://www.altcew.org/>



Whitman, Ferry, Stevens and Pend Oreille Counties

Rural Resources Community Action

1-800-873-5889

Services offered by the Department of Social and Health Services



[Washington Connection](#) offers a way to find and apply for a variety of services and assistance online. By entering in basic household information, Washington Connection will let you know what programs or services you or your family may be qualified to receive from various local, state or federal sources. You can also apply for assistance in person at a local Community Service Office or by calling the Customer Service Contact Center at 877-501-2233.

Applications for the Disaster Cash Assistance Program expired on September 29, 2023. Applications will no longer be accepted after this date.

- [Aged, Blind or Disabled Cash Assistance Program \(ABD\)](#)
Cash help for Aged, Blind or Disabled people
- [Housing and Essential Needs](#)
Provide non-cash housing and other assistance
- [Child Support Services](#)
Help in getting child support
- [DSHS Emergency Programs](#)
Programs to help in emergency situations
- [Medical Assistance Programs](#)
Help with health care and medical expenses
- [Refugee Cash Assistance \(RCA\)](#)
Cash and medical help for refugees
- [Temporary Assistance for Needy Families \(TANF\)](#)
Cash help for families with children
- [Voter Registration Assistance](#)
Local offices can help you to register to vote
- [Washington Basic Food Program](#)
Help with putting food on the table
- [Workforce Innovation](#)
Improving economic self-sufficiency

Community Service Office locations in the Spokane/Elk vicinity

DSHS Maple CSO

1313 N Maple
Spokane WA, 99201

DSHS Newport CSO

1600 W 1st St
Newport, WA 99156

DSHS Colville CSO

1100 S Main St #1
Colville, WA 99114

DSHS Trent CSO

8517 E Trent Ave
Spokane Valley, WA 99216

DSHS Colfax CSO

418 S Main St Suite 1
Colfax, WA 99111

Find a Community Service Office anywhere in Washington State. Click the [Office Locator](#) link.

DSHS has [Mobile Community Service Office](#) units responding to requests.

Find where we're going to be next by following us on our social media channels.

Tips and reminders for homeowners working with contractors



The [Washington State Department of Labor & Industries](#) (L&I) cautions homeowners to work only with registered contractors, and to obtain three bids for any repairs. Though a homeowner may be in a rush to repair damage, keep these tips in mind to [Hire Smart](#) and avoid shoddy work or bad contractors:

- Check whether a contractor is registered by clicking on the link at [protectmyhome.net](#). You can verify whether contractors are licensed, how long they have been in business and see the amount of their insurance coverage and bond.
- Beware of red flags, including contractors who ask to be paid in cash, have a check made out to someone other than the business, or work only evenings or on weekends. Unregistered contractors or scam artists typically use these tactics.
- Don't pay in full until the job is done.
- See more tips and download the "Hire Smart" worksheet at [protectmyhome.net](#). Also on the page are reminder signs in English and Spanish.
- Additional information on recovery from a natural disaster, including reconnecting power to your home, is also available from L&I. Simply go to [www.L&I.com](#), and enter "Disaster recovery" in the search bar, or call your nearest [L&I regional office](#).

Insurance Assistance



- **Wildfire webpage for consumers:**
<https://www.insurance.wa.gov/wildfires-and-homeowner-insurance>
- Contact your insurance company to report the how, when and where of the damage.
 - Prepare a list of damaged or lost items and provide receipts if possible. You may want to take pictures or video of the damage for additional claim documentation. Do not throw anything away without discussing it with your claim adjuster.
 - Keep receipts for expenses including lodging, repairs or other supplies.
- Besides insurance, there are many questions related to taxes, expenses and determining just how you will recover from a personal financial point of view. For helpful advice, please see Disaster Recovery: A Guide to Financial Issues (A5076), which is available from your local Red Cross chapter.
- The Washington State Office of the Insurance Commissioner's offers assistance on insurance claims regarding natural disasters. They answer questions about the claims process. They can also help answer questions about what to expect after you file a claim, and how to file a complaint against an insurer.
- Visit <https://www.insurance.wa.gov/natural-disasters> or call 800-562-6900.

Have questions?
Need help?

Call the OIC at:
800-562-6900

Verify your insurance
adjuster is licensed:
www.insurance.wa.gov

Verify your contractor
is licensed:
www.lni.wa.gov

Verify your attorney
is licensed:
www.mywsba.org

Resources and training related to insurance processes for policy holders



United Policyholders is a non-profit organization whose mission is to be a trustworthy and useful information resource and an effective voice for consumers of all types of insurance in all 50 states.

Programs:

- [Disaster Recovery Help 2023 Washington \(Gray and Oregon Road\) Wildfires](#) – Insurance Claim and Recovery Help
- [Roadmap to Recovery](#)[™] provides tools and resources for solving insurance problems after an accident, loss, illness or other adverse event.
- [Roadmap to Preparedness](#) promotes disaster preparedness and insurance literacy through outreach and education in partnership with civic, faith based, business and other non-profit associations.
- [Advocacy and Action](#) advances pro-consumer laws and public policy related to insurance matters.

Unemployment Information



How do I apply for unemployment benefits?

You can apply online (esd.wa.gov) or by phone (800-318-6022). The best and fastest way to apply is online. Using a laptop or desktop computer works best. You can use a phone or tablet, but the service is not optimized for mobile and may be difficult to navigate.

Like most Washington state agencies, the Employment Security Department uses [SecureAccess Washington \(SAW\)](#) to manage access to customer accounts. If you do not already have a SAW account, you'll need to create one. If you have an account, you can use that same username and password to access [eServices](#) — ESD's online portal.

General unemployment benefits information:

Avoid mistakes that could delay your benefits! Before you apply, go to esd.wa.gov/unemployment to become familiar with the process.

What are unemployment benefits?

Unemployment benefits provide you with temporary income when you lose your job through no fault of your own. The money partly replaces your lost earnings and helps you pay expenses while looking for new work or waiting to return to work. The benefits are paid by taxes on employers and are not based on financial need.

How do I know if I am eligible for unemployment benefits?

You must have worked at least 680 hours in your base year, and you must have earned at least some of your wages in Washington state. Your base year is the first four of the last five completed calendar quarters before the week in which you file your claim.

For example:

- If you file your claim in August 2023, your base year is April 1, 2022, through March 31, 2023.

Find out more: esd.wa.gov/unemployment/basic-eligibility-requirements

Unemployment Information continued



What information do I need before I apply?

Get all your information ready before you apply, including your:

- Name, Social Security number, birth date and contact information.
- Driver's license information, if you have one.
- Complete work history for the past 18 months including:
 - Employer name(s)
 - Address(es)
 - Phone number(s)
 - Start and end dates of employment for each employer
- Your bank account and routing number, if you want to sign up for direct deposit.

Find out more: esd.wa.gov/unemployment/have-this-information-ready

What do I need to do after I apply?

- Submit your weekly claims.
- Report honestly.
- Watch for and read any information we send you. If you chose to receive information via eServices, we will email you when we require your attention. Some information is time-sensitive!

What if my worksite was affected by the fires?

If your place of employment burned down or you no longer have work with your employer due to the wildfires, select "laid off" when on the application. The system will then ask for more information about your job separation. You can then select "business closed," "company closed temporarily," "on call or standby with my employer" or "other reason not listed."

Agricultural and Animal Resources



Assistance may be available to support agricultural recovery. Document and report losses to your county Emergency Management office and local Farm Service Agency service center. To learn more about resources that may be available visit the following:

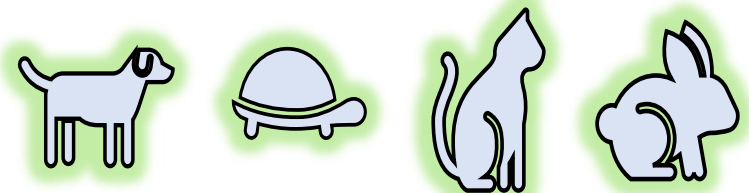
- **USDA Disaster Assistance Discovery Tool:** <https://www.farmers.gov/protection-recovery/disaster-tool> and call Farm Service Agency Office Spokane Service Center: (509) 924-7350
- **Spokane Conservation District:** <https://www.spokanecd.org/pages/wildfires> and call (509) 535-7274

If you are in need of, or have cattle feed to donate...

Please call the Washington Cattlemen's Association: 509-925-9871 or the [WA Cattlemen's Facebook page](#)

If you have lost a pet...

Call Spokane Humane Society: 509-467-5235
[Spokane Area Lost and Found Pets Facebook Group](#)



Watch out for scams

Fraudsters often take advantage of the chaos after a disaster, we urge you to verify licenses and check references before making agreements on selling your land, rebuilding your home, etc.

<https://suspectfraud.wa.gov/>

Washington AFN (Access & Functional Needs) Resources – State and Federal Offices

Statewide Offices

- [AFN | Washington State Military Department, Citizens Serving Citizens with Pride & Tradition](#)
- [Coalition on Inclusive Emergency Planning \(CIEP\) \(wasilc.org\)](#)
- [Emergency Information for Specific Groups | Washington State Department of Health](#)



Federal Offices

- [FEMA Region 10 | Ready.gov/Disability](#)
- [HHS/ASPR AFN Training](#)

WA AFN (Access and Functional Needs)
Resources – ODHH
Regional Service Centers for Deaf, DeafBlind & Hard of Hearing



Communication Assistance, Advocacy and other Services for Deaf, DeafBlind, & Hard of Hearing

[Regional Service Centers | DSHS \(wa.gov\)](#)

- [DeafBlind Service Center | seattledbsc.org](#)
Statewide 206-455-7932 info@seattledbsc.org
- [Hearing, Speech & Deaf Center – \(hsvc.org\)](#)
Bellingham 360-255-7167
Seattle 206-452-7953
Tacoma 253-292-2209
deafservices@hsvc.org
- ODHH Case Management Services (Vancouver)
odhh.cms@dshs.wa.gov
- [Washington Advocates of Deaf & Hard of Hearing \(wadhh.org\)](#) Spokane, Tri-Cities 360-334-5740 grs@wadhh.org

HSDC



WA AFN (Access and Functional Needs) Resources – Centers for Independent Living (CILs)

Centers for Independent Living

[Centers for Independent Living \(CILs\) \(wasilc.org\)](http://wasilc.org)



- [CFI - Center For Independence \(cfi-wa.org\)](http://cfi-wa.org) Lakewood, Marysville 888-482-4839 info@cfi-wa.org



- [CWDR: Central Washington Disability Resources \(mycwdr.org\)](http://mycwdr.org) Ellensburg 509-962-9620 admin@mycwdr.org



- [Disability Action Center NW \(dacnw.org\)](http://dacnw.org) Spokane 509-338-8738 erin@index-wa.org



- [Disability Empowerment Center](http://disabilityempowerment.org) Redmond, Seattle, Auburn 866-545-7055 info@disabilityempowerment.org



State Offices
Serving People
with Disabilities

- [Disability Rights Washington](#)
- [Division of Vocational Rehabilitation | DSHS \(wa.gov\)](#)
- [Governor's Committee on Disability Issues & Employment \(GCDE\)](#)
- [Office of the Deaf and Hard of Hearing | DSHS \(wa.gov\)](#)
- [Office of Developmental Disabilities | DDOmbuds.org](#)
- [WA Dept of Services for the Blind](#)
- [WASILC | Washington State Independent Living Council](#)



Communication Access Realtime Transcription (CART) & Captioning Resources

CART Captioning Services (* = State Vendor)

- [DES CART Contract Summary \(wa.gov\)*](#)
- [AI-Media Captioning Services - AI-Media*](#)
800-335-0911 ka-americas@ai-media.tv
- [GLOBO \(helloglobo.com\)*](#)
Ed Regan: 856-217-2710 ed@helloglobo.com
- [LNS Live Captioning - LNS Captioning](#)
503-299-6200 LNScaptioning@LNScaptioning.com
- [Partners Captioning \(CART\) Real-time Translator*](#)
TJ DiGrazia: 508-699-1477
tjdigrazia@partnersinterpreting.com
- [Purple Communication Access Real-time Translation](#)
866-669-7707 Ext. 9 CART@purple.us
- [Universal Language Service - Translation Service*](#)
425-450-7020 accounts@ULSonline.net
- [VZP Digital Captions - VZP Digital*](#)
John Rein: 720-482-4012 sales@vzpdigital.com

Washington Statewide ASL Interpreter Resources



ASL (American Sign Language) Interpreter Services (* = State Vendor)

- [Sign Language Interpreter Contracts and Resources Program | DSHS \(wa.gov\)](#)* Statewide
Berle Ross: (DSHS/ALTSA/ODHH): 360-339-4559 VP; 360-819-6239 Text; Berle.Ross@dshs.wa.gov
- [DeafBlind Interpreter Referral Service | DeafBlind Service Center \(seattledbsc.org\)](#)* Statewide
(206) 323-9178 or (VP) (206) 580-0795 DBTerps@seattledbsc.org
- [All Hands Sign Language Interpreting Services](#)* Statewide
(360) 897-8300 allhandscis@centurytel.net
- **ASL Professionals*** Statewide
Kari Owens: (253) 759-7653 aslprofessionals@comcast.net
- [THAT! Interpreter Services for Deaf, DeafBlind](#)* Statewide
(516) 506-0058 request@tisddb.com
- [Universal Language Service - Interpreting and Translation Service](#)* Statewide
425-454-8072 Sign@ulsonline.net

More ASL Interpreter Resources in Washington



ASL (American Sign Language) Interpreter Services (* = State Vendor)

- [**A2Z Interpreting Services Washington ASL**](#) *
Spokane, Walla Walla
Ashley Cavallaro: (509) 596-6922
info@a2zinterpretingservices.com
- [**ASLI Interpreting Solutions**](#) * **Olympia**
360 489-2168 interpreters@asli.com
- [**Away With Words \(awwasl.com\)**](#) **Vancouver**
360-450-2421 admin@awwasl.com
- [**CODAs Plus**](#) **Vancouver**
360-607-7810 codasplus@comcast.net
- [**Good Signs Interpreting**](#) **Tacoma**
206-344-3575 info@goodsignsinterpreting.com
- [**Hand Dancers Interpreting Services**](#) **Bellingham**
360.383.2293 hnddncr@aol.com
- [**Hearing, Speech, and Deaf Center**](#) **Seattle**
206-632-7100 interpreting@hxdc.org
- [**Purple Communications - On-site ASL Interpreting and VRI \(signlanguage.com\)**](#) **Seattle, Vancouver**
866-669-7707
- [**Sorenson Express – Sorenson**](#) **Olympia**
800-659-4783, 385-339-0703 (Text)
communityinterpreting@sorenson.com
- [**Signing Resources & Interpreters**](#) **Vancouver**
(877) 512-2246 request@signingresources.com



Communication Tools

- [DOH COVID-19 Vaccine Communication Card \(wa.gov\)](https://www.wa.gov/health/communicating/communicating-101/communicating-101-101)
- [Tips for Using DOH Communication Cards \(wa.gov\)](https://www.wa.gov/health/communicating/communicating-101/communicating-101-101)
- [Show Me for Emergencies App](https://www.wa.gov/health/communicating/communicating-101/communicating-101-101)
- [100 Signs for Emergencies Booklet](https://www.wa.gov/health/communicating/communicating-101/communicating-101-101)
- [Other free communication cards for emergencies - Bing images](https://www.wa.gov/health/communicating/communicating-101/communicating-101-101)

COVID-19 VACCINE COMMUNICATION CARD HEALTH

YES NO ? I don't know

A B C D E F G H I J K L M N O
P Q R S T U V W X Y Z

0 1 2 3 4 5 6 7 8 9

Tell the provider all of your medical conditions, including:

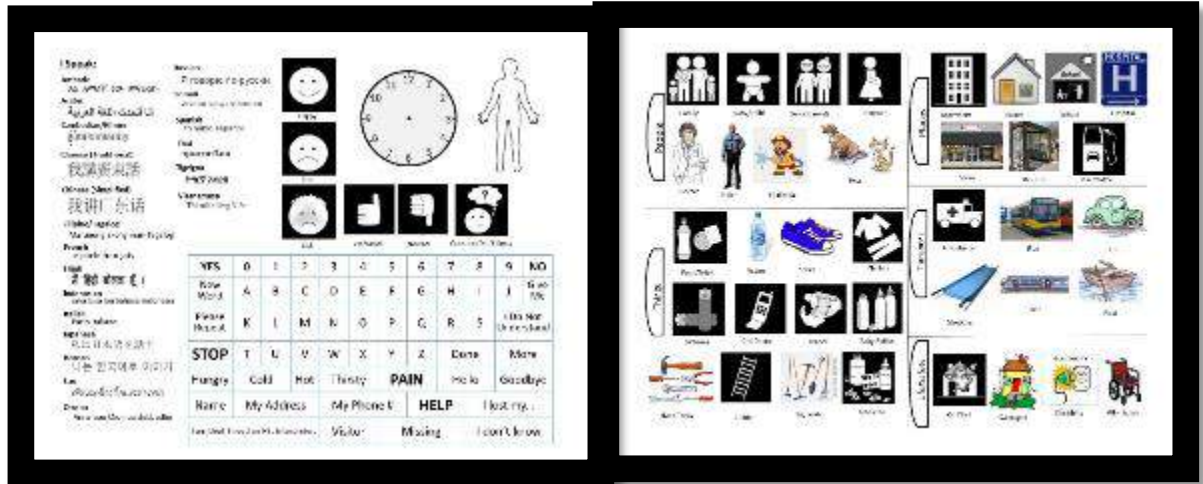
Allergic to COVID-19 vaccine
 allergies
 fever
 breathing disorder
 on blood thinner
 immunosuppression or on medicine affecting immune system

Don't get vaccine if you:

are younger than 4 months of age
 had a severe allergic reaction after a previous dose of this vaccine
 had a severe allergic reaction to any ingredient of this vaccine

Possible side effects:

injection site pain
 injection site swelling
 injection site redness
 muscle or joint pain
 swollen lymph nodes
 fever
 chills
 tiredness
 nausea
 feeling unwell



Durable Medical Equipment

Northwest

Bridge Disability Ministries Meyer Medical Equipment Center in Bellevue

Phone: 425-885-1008

Website: <http://bridgemin.org/medical-equipment/>

Bridge Disability Ministries Meyer Medical Equipment Center in Tukwila

Phone: 253-277-2041

Website: <http://bridgemin.org/medical-equipment/>

MS Helping Hands Donor Closet- Edmonds

Phone: 425-712-1807

Website: www.mshh-donorcloset.com

MS Helping Hands Donor Closet- Tacoma

Phone: 253-327-1033

Website: www.mshh-donorcloset.com

Bellingham Central Lions Club Al Boe Wheelchair Warehouse

Phone: 360-752-5526

Website: www.bellinghamcentrallions.org





Durable Medical Equipment

Southwest

Medical Equipment Bank - Lacey

Phone: 360-491-3000

Website: <http://medicalequipmentbank.org>

South Sound Parent 2 Parent Home Equipment Loan Program (HELP) - Lacey

Phone: 360-352-1126 (ext 111)

Website: www.ssp2p.org

North Central

KC HELP - Wenatchee

Phone: 509-888-3050

Email: kchelp@nwi.net

South Central

KC HELP - Tri-Cities

Phone: 509-946-14924, 509-946-3391

Email: JERhoads@aol.com

Durable Medical Equipment

Olympic Peninsula

KC HELP - Poulsbo

Phone: 360-329-2461

Website: <https://www.kchelpkitsap.org/>

Eastern WA

MS Helping Hands Donor Closet- Spokane

Phone: 509-487-4119

Website: [Lower-priced Medical and Mobility Equipment-MSHH Donor Closet \(mshh-donorcloset.com\)](https://www.mshh-donorcloset.com)



Hearing Equipment

Hearing, Speech, and Deaf Center Access Sound Program

Hours: All services are by appointment only

Location: Seattle, WA 98122

Phone: 206-323-5770

Email: clinics@hsrc.org

Website: <https://hsrc.org/clinic/audiology-services/>

Equipment: refurbished hearing aid program that provides low-cost hearing aid(s) to Washington State residents who can demonstrate the need for amplification in order to participate in employment, education, and/or community living, and are ineligible for Medicaid, Department of Vocational Rehabilitation (DVR), Veterans Affairs, or private insurance hearing aid coverage.



UW Speech and Hearing Clinic Hearing Aid Assistance Program

Hours: By appointment

Location: University of Washington, Seattle, WA 98195

Phone: 206-543-5440

Email: shclinic@uw.edu

Website: <https://sphsc.washington.edu/hearing-aid-assistance-program-haap>

Equipment: hearing aid reuse program is open to people statewide provided they can demonstrate current Medicaid/ WA Apple Health status and can visit the clinic in Seattle.

Vision Equipment

Edith Bishel for the Blind and Visually Impaired Center

Hours: Monday - Friday 9:00am - 5:00pm

Location: 628 North Arthur St., Kennewick, WA 99336

Serving: Benton, Franklin, Wall, Columbia, Yakima, and Klickitat counties

Phone: 509-735-0699

Website: www.edithbishelcenter.org

Equipment: Magnifiers to CCTVs. The CCTV loaner program is on a sliding scale with a maximum fee of \$20 per month. Accept donations of gently used, low vision equipment in working condition especially magnifiers and CCTVs.



Vision for Independence Center

Hours: Tuesday, Wednesday, & Friday 9:00am - 4:00pm

Location: 311 N. 4th St., Suite 104, Yakima, WA 98901

Serving: Yakima and Kittitas Counties

Phone: 509-452-8301

Website: www.vicyakima.org

Equipment: Magnifiers to CCTVs. The CCTV loaner program is a no-fee rental program. Accept donations of gently used, low vision equipment in working condition especially magnifiers and CCTVs.

Computer Technology

InterConnection

3415 Stone Way North, Seattle, WA 98103

Phone: 206-633-1517

Email: info@interconnection.org

Website: www.interconnection.org

Open: Mon-Fri: 10-6 and Sat: 10-5

Services: InterConnection makes information and communication technology accessible to underserved communities around the world. We accomplish this mission by providing high-quality refurbished computers to nonprofit and non-governmental organizations. As a national nonprofit organization that refurbishes and distributes computers and laptops worldwide, we are focused on reuse instead of recycling, and are committed to the highest standards for clean, green computer recycling and disposing of parts and peripherals. We accept Laptops, Tablets, Cell phones, Desktops, Printers, TVs, Peripherals(mice/keyboards/headphones), LCD Monitors, CRT Monitors, Hard Drives, Ink/Toner, computer accessories, computer parts. We are also a mobility equipment drop off location.



[From: Device Reuse | WATAP](#)

Spokane, Washington Transportation Resources

ADA Contacts at Transit Systems and
Community Medicaid Transportation Services

11/09/2023 Washington State Public Transportation Directory

This information is published at <https://wsdot.wa.gov/business-wsdot/grants/public-transportation-grants/public-transportation-contacts> or [Washington State Public Transportation Directory](#)

Spokane Transit Authority

1230 West Boone Avenue Spokane, WA 99201-2686

509-325-6000

Website: www.spokanetransit.com

Position

Chief Executive Officer

Name

E. Susan Meyer

Phone

509-325-6095

Email

smeyer@spokanetransit.com



COMMUNITY TRANSPORTATION PROVIDERS/SPECIALIZED TRANSPORTATION SERVING THE ELDERLY AND PERSONS WITH DISABILITIES

This information is published at <https://wsdot.wa.gov/business-wsdot/grants/public-transportation-grants/public-transportation-contacts> or [Washington State Public Transportation Directory](#)

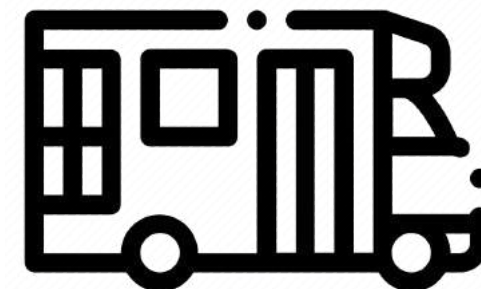
Frontier Behavioral Health - Care Cars

5125 N Market Street Spokane, WA 99217-6131

Main: 509-458-7450 Fax: 509-458-7459

Website: www.fbhwa.org

| Position | Name | Phone | Email |
|----------------------|-----------------|--------------|--|
| Director | Mike Markus | 509-458-7450 | mmarkus@fbhwa.org |
| Care Cars Supervisor | Patricia Breidt | 509-458-7450 | pbreidt@fbhwa.org |



Spokane Neighborhood Action Partners (SNAP)

3102 W. Whistalks Way, WA 99224

509-456-7627

Website: www.snapwa.org

| Position | Name | Phone | Email |
|-----------------------|----------------|-------------------|--|
| CEO | Julie Honekamp | 509-456-7627 | honekamp@snapwa.org |
| Fiscal Director | Kathy Allen | 509-456-7627x8303 | allen@snapwa.org |
| Resource Rides Coord. | Garrett Havens | 509-456-7627 | havens@snapwa.org |

Special Mobility Services

Medicaid Brokerage for Adams, Asotin, Ferry, Garfield, Grant, Lincoln, Pend Oreille, Spokane, Stevens, and Whitman counties

Medicare NEMT 509-534-9760 TTY: 509-534-8566

Corporate Office

2101 NE Flanders Street Portland, OR 97232-2811

503-232-1440 Fax: 503-232-2230

Position

Name

Executive Director

Fred Stoffer

Controller

Wayne Urquhart

Contract Manager

Beth Mulcahy

Regional Manager

Rusty Koontz

Operations Manager

Dave Hutchison

Brokerage Manager

Lisa McClure

Spokane Office Operations Unit

707 N Napa St. Spokane, WA 99202-1868

509-534-7171 Fax: 509-532-9414

Phone

Email

503-232-1440

freds@sms1.org

503-232-1440

wayneu@sms1.org

503-232-1440

bethm@sms1.org

509-532-9505

rustyk@specialmobility.org

509-534-7171

dispatch@specialmobility.org

509-532-9481

lisam@specialmobility.org