

Home and Community Services Division (HCS) Nursing Facility and Hospital Escalation Contacts February 2025

Region 1	Primary	Primary	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Nursing Home	Acute Care Hospital	*Psychiatric Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Chelan, Okanogan, Ferry, Stevens, Pend Oreille, Douglas, Grant, Spokane, Lincoln, Adams, Whitman	Marcie Lee 509-496-2816 Marcie.lee@dshs.wa.gov	Melanie Thomason 509-867-7967 Melanie.Thomason@dshs.wa.gov	Sharon Miranne 509-368-1632 Sharon.miranne@dshs.wa.gov	Valentina Karnafel 509-764-5721 Valentina.karnafel@dshs.wa.gov	Teri Bichler 509-568-3761 Teri.bichler@dshs.wa.gov	Tami Rucker 509-568-3780 Tamara.rucker@dshs.wa.gov
South: Kittitas, Yakima, Klickitat, Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin	Marcie Lee 509-496-2816 Marcie.lee@dshs.wa.gov	Melanie Thomason 509-867-7967 Melanie.Thomason@dshs.wa.gov	Sharon Miranne 509-368-1632 Sharon.miranne@dshs.wa.gov	Marci Benefiel 509-585-8029 Marci.benefiel@dshs.wa.gov	Teri Bichler 509-568-3761 Teri.bichler@dshs.wa.gov	Tami Rucker 509-568-3780 Tamara.rucker@dshs.wa.gov

Region 2	Primary	Primary	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Nursing Home	Acute Care Hospital	*Psychiatric Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Whatcom, Skagit, Snohomish, San Juan, Island	Amanda Drey 206-626-5707 Amanda.drey@dshs.wa.gov	Kristin Ott 425-903-6070 kristin.ott@dshs.wa.gov	Tuong Pham 206-473-7964 tuong.pham@dshs.wa.gov	Cindy Nomura 206-473-2707 Cindy.nomura@dshs.wa.gov	Joanna Blanford 425-339-4064 Joanna.blanford@dshs.wa.gov	Erin Klones 425-873-9667 Erin.Klones@dshs.wa.gov
South: King	Amanda Drey 206-626-5707 Amanda.drey@dshs.wa.gov	Kristin Ott 425-9036070 kristin.ott@dshs.wa.gov	Tuong Pham 206-473-7964 tuong.pham@dshs.wa.gov	Cindy Nomura 206-473-2707 Cindy.nomura@dshs.wa.gov	Joanna Blanford 425-339-4064 Joanna.blanford@dshs.wa.gov	Erin Klones 425-873-9667 Erin.Klones@dshs.wa.gov

Region 3	Primary	Primary	Primary	Secondary	Tertiary	Tertiary
Area and Counties	Nursing Home	Acute Care Hospital	*Psychiatric Hospital	Field Services Administrator	Deputy Regional Administrator	Regional Administrator
North: Clallam, Jefferson, Kitsap, Pierce	Sonya McCray 360-972-6411 Sonya.Mccray@dshs.wa.gov	Christine Romo 360-764-3888 Christine.romo@dshs.wa.gov	Christine Romo 360-764-3888 Christine.romo@dshs.wa.gov	Linda Milton 253-290-3392 Linda.milton@dshs.wa.gov	Abby Vargas 360-819-6058 Abby.Vargas@dshs.wa.gov	Kara Sells 360-664-9413 Kara.Sells@dshs.wa.gov
Central: Grays Harbor, Mason, Thurston, Pacific, Lewis	Sonya McCray 360-972-6411 Sonya.Mccray@dshs.wa.gov	Christine Romo 360-764-3888 Christine.romo@dshs.wa.gov	Christine Romo 360-764-3888 Christine.romo@dshs.wa.gov	Trisha Woodward 360-664-9414 Patricia.woodward@dshs.wa.gov	Abby Vargas 360-819-6058 Abby.Vargas@dshs.wa.gov	Kara Sells 360-664-9413 Kara.Sells@dshs.wa.gov
South: Wahkiakum, Cowlitz, Skamania, Clark	Sonya McCray 360-972-6411 Sonya.Mccray@dshs.wa.gov	Christine Romo 360-764-3888 Christine.romo@dshs.wa.gov	Christine Romo 360-764-3888 Christine.romo@dshs.wa.gov	Tami Mistretta 360-397-9596 Tamra.mistretta@dshs.wa.gov	Abby Vargas 360-819-6058 Abby.Vargas@dshs.wa.gov	Kara Sells 360-664-9413 Kara.Sells@dshs.wa.gov

Note: If a situation has been escalated to leadership within the hospital for resolution, it should also be escalated to regional leadership within HCS. Escalation may occur when the issue cannot be resolved at a lower level or there is an especially complex client situation that needs a higher level of attention. *Christine Costello is the HCS primary contact for Pierce County **ONLY**.