

**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
<b>North:</b> Chelan, Okanogan, Ferry, Stevens, Pend Oreille, Douglas, Grant, Spokane, Lincoln, Adams, Whitman	Marcie Lee 509-496-2816 <a href="mailto:Marcie.lee@dshs.wa.gov">Marcie.lee@dshs.wa.gov</a>	Melanie Thomason 509-867-7967 <a href="mailto:Melanie.Thomason@dshs.wa.gov">Melanie.Thomason@dshs.wa.gov</a>	Sharon Miranne 509-368-1632 <a href="mailto:Sharon.miranne@dshs.wa.gov">Sharon.miranne@dshs.wa.gov</a>	Valentina Karnafel 509-764-5721 <a href="mailto:Valentina.karnafel@dshs.wa.gov">Valentina.karnafel@dshs.wa.gov</a>	Teri Bichler 509-568-3761 <a href="mailto:Teri.bichler@dshs.wa.gov">Teri.bichler@dshs.wa.gov</a>	Tami Rucker 509-568-3780 <a href="mailto:Tamara.rucker@dshs.wa.gov">Tamara.rucker@dshs.wa.gov</a>
<b>South:</b> Kittitas, Yakima, Klickitat, Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin	Marcie Lee 509-496-2816 <a href="mailto:Marcie.lee@dshs.wa.gov">Marcie.lee@dshs.wa.gov</a>	Melanie Thomason 509-867-7967 <a href="mailto:Melanie.Thomason@dshs.wa.gov">Melanie.Thomason@dshs.wa.gov</a>	Sharon Miranne 509-368-1632 <a href="mailto:Sharon.miranne@dshs.wa.gov">Sharon.miranne@dshs.wa.gov</a>	Marci Benefiel 509-585-8029 <a href="mailto:Marci.benefiel@dshs.wa.gov">Marci.benefiel@dshs.wa.gov</a>	Teri Bichler 509-568-3761 <a href="mailto:Teri.bichler@dshs.wa.gov">Teri.bichler@dshs.wa.gov</a>	Tami Rucker 509-568-3780 <a href="mailto:Tamara.rucker@dshs.wa.gov">Tamara.rucker@dshs.wa.gov</a>

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
<b>North:</b> Whatcom, Skagit, Snohomish, San Juan, Island	Amanda Drey 206-626-5707 <a href="mailto:Amanda.drey@dshs.wa.gov">Amanda.drey@dshs.wa.gov</a>	Kristin Ott 425-903-6070 <a href="mailto:kristin.ott@dshs.wa.gov">kristin.ott@dshs.wa.gov</a>	Tuong Pham 206-473-7964 <a href="mailto:tuong.pham@dshs.wa.gov">tuong.pham@dshs.wa.gov</a>	Cindy Nomura 206-473-2707 <a href="mailto:Cindy.nomura@dshs.wa.gov">Cindy.nomura@dshs.wa.gov</a>	Joanna Blanford 425-339-4064 <a href="mailto:Joanna.blanford@dshs.wa.gov">Joanna.blanford@dshs.wa.gov</a>	Erin Klones 425-873-9667 <a href="mailto:Erin.Klones@dshs.wa.gov">Erin.Klones@dshs.wa.gov</a>
<b>South:</b> King	Amanda Drey 206-626-5707 <a href="mailto:Amanda.drey@dshs.wa.gov">Amanda.drey@dshs.wa.gov</a>	Kristin Ott 425-9036070 <a href="mailto:kristin.ott@dshs.wa.gov">kristin.ott@dshs.wa.gov</a>	Tuong Pham 206-473-7964 <a href="mailto:tuong.pham@dshs.wa.gov">tuong.pham@dshs.wa.gov</a>	Cindy Nomura 206-473-2707 <a href="mailto:Cindy.nomura@dshs.wa.gov">Cindy.nomura@dshs.wa.gov</a>	Joanna Blanford 425-339-4064 <a href="mailto:Joanna.blanford@dshs.wa.gov">Joanna.blanford@dshs.wa.gov</a>	Erin Klones 425-873-9667 <a href="mailto:Erin.Klones@dshs.wa.gov">Erin.Klones@dshs.wa.gov</a>

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
<b>North:</b> Clallam, Jefferson, Kitsap, Pierce	Sonya McCray 360-972-6411 <a href="mailto:Sonya.Mccray@dshs.wa.gov">Sonya.Mccray@dshs.wa.gov</a>	Christine Romo 360-764-3888 <a href="mailto:Christine.romo@dshs.wa.gov">Christine.romo@dshs.wa.gov</a>	Christine Romo 360-764-3888 <a href="mailto:Christine.romo@dshs.wa.gov">Christine.romo@dshs.wa.gov</a>	Linda Milton 253-290-3392 <a href="mailto:Linda.milton@dshs.wa.gov">Linda.milton@dshs.wa.gov</a>	Abby Vargas 360-819-6058 <a href="mailto:Abby.Vargas@dshs.wa.gov">Abby.Vargas@dshs.wa.gov</a>	Kara Sells 360-664-9413 <a href="mailto:Kara.Sells@dshs.wa.gov">Kara.Sells@dshs.wa.gov</a>
<b>Central:</b> Grays Harbor, Mason, Thurston, Pacific, Lewis	Sonya McCray 360-972-6411 <a href="mailto:Sonya.Mccray@dshs.wa.gov">Sonya.Mccray@dshs.wa.gov</a>	Christine Romo 360-764-3888 <a href="mailto:Christine.romo@dshs.wa.gov">Christine.romo@dshs.wa.gov</a>	Christine Romo 360-764-3888 <a href="mailto:Christine.romo@dshs.wa.gov">Christine.romo@dshs.wa.gov</a>	Trisha Woodward 360-664-9414 <a href="mailto:Patricia.woodward@dshs.wa.gov">Patricia.woodward@dshs.wa.gov</a>	Abby Vargas 360-819-6058 <a href="mailto:Abby.Vargas@dshs.wa.gov">Abby.Vargas@dshs.wa.gov</a>	Kara Sells 360-664-9413 <a href="mailto:Kara.Sells@dshs.wa.gov">Kara.Sells@dshs.wa.gov</a>
<b>South:</b> Wahkiakum, Cowlitz, Skamania, Clark	Sonya McCray 360-972-6411 <a href="mailto:Sonya.Mccray@dshs.wa.gov">Sonya.Mccray@dshs.wa.gov</a>	Christine Romo 360-764-3888 <a href="mailto:Christine.romo@dshs.wa.gov">Christine.romo@dshs.wa.gov</a>	Christine Romo 360-764-3888 <a href="mailto:Christine.romo@dshs.wa.gov">Christine.romo@dshs.wa.gov</a>	Tami Mistretta 360-397-9596 <a href="mailto:Tamra.mistretta@dshs.wa.gov">Tamra.mistretta@dshs.wa.gov</a>	Abby Vargas 360-819-6058 <a href="mailto:Abby.Vargas@dshs.wa.gov">Abby.Vargas@dshs.wa.gov</a>	Kara Sells 360-664-9413 <a href="mailto:Kara.Sells@dshs.wa.gov">Kara.Sells@dshs.wa.gov</a>

**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**.