

Customer Service Call Centers CONTACT LIST

As of May, 2008

Please report changes or corrections to Terre Penn at penntd@dshs.wa.gov (360) 725-4639

Region 1

Regional Contact: Dan Ruddell (509) 227-2802

CSO No.	Center Name	Catchment Areas Covered	Scope of Service*	Local Client Access Number	Toll Free Client Access Number	Provider Inquiry Numbers	
						Childcare	Medical
59	Spokane North	Spokane North	IR, CC, ME, CA, PR	509-227-2200	877-210-5950	509-227-2200 877-210-5950	509-227-2200 877-210-5950
58	Spokane Valley	Spokane Valley	IR, CC, ME, CA, PR	509-227-2700	800-660-4370	509-227-2700 800-660-4370	509-227-2700 800-660-4370
60	Spokane Southwest	Spokane SW	IR, CC, ME, CA, PR	509-227-2400	800-962-5762	509-227-2400 800-962-5762	509-227-2400 800-962-5762
33 10 26	Tri County	Colville, Republic, Newport	IR, CC, ME, CA, PR		800-692-4128	800-692-4128	800-692-4128
24	Okanogan	Okanogan	IR, CC, ME, CA, PR		800-692-4092	509-846-2111 800-479-5553	800-692-4092
2 38	Clarkston	Clarkston, Colfax	IR, CC, ME, CA, PR		800-692-4078	509-751-4606	509-751-4606
4	Wenatchee	Wenatchee	IR, CC, ME, CA, PR		800-692-4089	509-667-6008	800-692-4089
13 129 01	Moses Lake	Moses Lake Mattawa, Othello	IR, CC, ME, CA, PR		800-692-4126	800-692-4126	800-692-4126

Region 2

Regional Contact: Paul Overby (509-249-6464)

CSO No.	Center Name	Catchment Areas Covered	Scope of Service*	Local Client Access Number	Toll Free Client Access Number	Provider Inquiry Numbers	
						Childcare	Medical
128	Customer Service Center	All Region 2	IR, CC, ME, PR			509-225-7909 888-575-2088 r2call@dshs.wa.gov	509-225-7909 888-575-2088 r2call@dshs.wa.gov
39	Yakima	Yakima-Kittitas	IR, CA		877-980-9140	509-225-7909 888-575-2088	509-225-7909 888-575-2088
11	Pasco	Pasco, Benton & Franklin Counties	IR, CA		877-980-9140	509-225-7909 888-575-2088	509-225-7909 888-575-2088
54	Sunnyside	Sunnyside	IR, CA		877-980-9140	509-225-7909 888-575-2088	509-225-7909 888-575-2088
75	Wapato	Wapato	IR, CA	509-225-6105	877-980-9140	509-225-7909 888-575-2088	509-225-7909 888-575-2088
36	Walla Walla	Walla Walla, Columbia	IR, CA		877-980-9140	509-225-7909 888-575-2088	509-225-7909 888-575-2088
19	Ellensburg	Ellensburg	IR, CA		877-980-9140	509-225-7909 888-575-2088	509-225-7909 888-575-2088

Region 3

Regional Contact: Gwen Delp, Acting Regional Administrator (360) 658-6890

31	Everett	Everett	IR, CC, ME, CA, PR	425-438-4971	None	425-339-4009	425-339-4730
65	Smokey Point	Smokey Point	IR, CC, ME, CA, PR	425-438-4973	800-827-1808	360-651-5206	360-651-5206
68	Skykomish Valley	Skykomish Valley	IR, CC, ME, CA, PR	425-438-4972	800-735-7039	360-805-3403	360-805-3425
52	Alderwood	Alderwood	IR, CC, ME, CA, PR	425-438-4974	800-230-1819	425-673-3233	425-673-3080
29 28	Mount Vernon & Friday Harbor	Skagit County San Juan County Camano Island	IR, CC, ME, CA, PR	800-735-7038	800-735-7038	800-735-7038	800-735-7038
37	Bellingham	Bellingham	IR, CC, ME, CA, PR	800-735-7040	800-735-7040	800-735-7040	800-735-7040
15	Oak Harbor	Oak Harbor	IR, CC, ME, CA, PR	800-735-7037	800-735-7037	360-240-4734	800-735-7037

Region 4

Regional Contact: Shawn Hartline (206) 272-2149

CSO No.	Center Name	Catchment Areas Covered	Scope of Service*	Local Client Access Number	Toll Free Client Access Number	Provider Inquiry Numbers	
						Childcare	Medical
132	Medical Services & Document Center (MSDC)	All Region 4	IR, ME, PR	206-341-7433	800-337-1835		206-272-2149
40	King Eastside	King Eastside	IR, CC, CA	206-341-7404	800-662-6715	425-401-4617	206-272-2149
41	Rainier	Rainier	IR, CC, CA	206-341-7429		206-341-7429	206-272-2149
42	King North	King North	IR, CC, CA	206-341-7424		206-548-8203	206-272-2149
43	King South	King South / Auburn	IR, CC, CA	206-341-7428		253-372-5791	206-272-2149
44	White Center	White Center	IR, CC, CA	206-341-7430		206-341-7430	206-272-2149
45 72	Federal Way	Federal Way Auburn	IR, CC, CA	206-341-7426	866-683-4856	206-341-7426	206-272-2149
46	Capitol Hill	Capitol Hill	IR, CC, CA	206-341-7431		206-568-5587	206-272-2149
47	Belltown	Belltown	IR, CC, CA	206-341-7427		206-239-3616	206-272-2149
80	Renton	Renton	IR, CC, CA	206-341-7434		425-793-5720	206-272-2149

Region 5

Regional Contact: Scott Schutte 253-476-7036

CSO No.	Center Name	Catchment Areas Covered	Scope of Service*	Local Client Access Number	Toll Free Client Access Number	Provider Inquiry Numbers	
						Childcare	Medical
	Bremerton and Kitsap County	Bremerton Kitsap County	IR, ME, CA, PR	800-871-1844	800-871-1844	360-473-2200	800-871-1844
48	Pierce South	Pierce South	IR, ME, CA, PR	253-476-7373		253-671-7659	253-476-7373
51	Puyallup Valley	Puyallup Valley	IR, ME, CA, PR	253-476-7377		253-864-3672	253-476-7377
67	Pierce North	Pierce North	IR, ME, CA, PR	253-983-6700		253-983-6631	253-983-6700
131	Lakewood	Lakewood	IR, ME, CA, PR	253-476-6800	866-755-4834	253-476-6800	253-476-6800

Region 6

Regional Contact: Todd Feiring (360) 725-4811 or Deanna Miller (360) 725-4803

14 71 25	Aberdeen	Aberdeen Long Beach South Bend	IR, CC, ME, CA, PR	360-740-3800 360-642-3791 360-875-6501	877-980-9180	877-980-9180 (*9 from Menu)	360-537-3700
21	Chehalis	Chehalis	IR, CC, ME, CA, PR	360-740-3800	877-980-9180	877-980-9180 (*9 from Menu)	360-740-3808
53 62 20 30	Columbia River	Columbia River Goldendale White Salmon Stevenson	IR, CC, ME, CA, PR PR PR PR	360-759-2800 509-773-7450 509-493-6140 509-427-5611	877-980-9180	877-980-9180 (*9 from Menu)	360-759-2810 509-773-7450 509-493-6140 509-427-5611
68	Kelso	Kelso	IR, CC, ME, CA, PR	360-501-2400	877-980-9180	877-980-9180 (*9 from Menu)	360-501-2480
634	Olympia	Olympia	IR, CC, ME, CA, PR	360-725-6600	877-980-9180	877-980-9180 (*9 from Menu)	360-725-6564
05 64 16	Port Angeles	Port Angeles Neah Bay Forks Port Townsend	IR, CC, ME, CA, PR	360-565-2180	877-980-9180	877-980-9180 (*9 from Menu)	360-565-2186
23	Shelton	Shelton	IR, CC, ME, CA, PR	360-725-0600	877-980-9180	877-980-9180 (*9 from Menu)	360-432-2048

*Scope of Service

- IR General Information & Referral – All Programs
- CC Child Care Applications & Change Reporting
- ME Non Grant Medical Applications & Change Reporting
- CA Cash & Basic Food Assistance Change Reporting
- PR Provider Inquiries