



Community Based Care Coordination Partners Directory

Overview:

This directory provides an overview of the Community Based Care Coordination Partners within Better Health Together's Community Care Hub.

Each partner organization brings different services, experience, and areas of expertise to the network. This directory is designed to provide a quick look at who each organization serves, what they specialize in, and the services they provide.

Use this directory as a reference to learn more about the Community Based Care Coordination Partners and the resources and programs, available across the network.

Partners:

Aging & Long Term Care of Eastern Washington
American Indian Community Center
Communities in Schools
Frontier Behavioral Health
Health & Justice Recovery Alliance
Mujeres in Action
Northeast WA Education Council (ESD101)
Nuestras Raices
Pacific Islander Community Association of Washington (PICA-WA)
Passages
Peer Spokane
Revive Center for Returning Citizens
Rural Resources Community Action
Spectrum Center
The NATIVE Project
Volunteers of America



Aging & Long Term Care of Eastern Washington (ALTCEW)

About

Aging & Long Term Care of Eastern Washington is the Area Agency on Aging for Ferry, Pend Oreille, Spokane, Stevens, and Whitman counties. The organization helps older adults, adults with disabilities, caregivers, and families find resources that support independence and quality of life.

Best Fit For

Older adults, adults living with disabilities, caregivers, and individuals who need help understanding or accessing long-term care and in-home supports.

Specializes In

Aging • Disabilities • Long-Term Care • Caregiver Support • Independent Living • Care Coordination • Nutrition

Services

- Community Living Connections and resource navigation
- Care coordination
- In-home and community-based support services
- Caregiver support
- Dementia and memory-loss resources
- Care transitions following hospitalization
- Medication-management support
- Senior nutrition and home-delivered meal connections
- Kinship caregiver support
- Long-term care information and assistance

Populations Served

Older adults • Adults with disabilities • Family caregivers • Kinship caregivers

Service Area

Ferry, Pend Oreille, Spokane, Stevens, and Whitman counties.

Eligibility / Access

Eligibility varies by program. Community Living Connections can help determine available programs and eligibility.

Primary Contact

Community Living Connections: 509-960-7281

Website: altcew.org



American Indian Community Center (AICC)

About

The American Indian Community Center provides cultural, social, educational, employment, and economic services in Spokane. Founded as a gathering place for urban Native people, AICC now serves thousands of community members and represents connections to hundreds of tribes and Alaska Native villages.

Best Fit For

American Indian and Alaska Native individuals and families seeking culturally responsive support, employment assistance, family services, food access, behavioral health resources, or help navigating community services.

Specializes In

Indigenous Communities • Employment • Family Support • Food Access • Behavioral Health • Basic Needs • Cultural Support

Services

- Family services and case management
- Crisis intervention
- Food bank
- Employment assistance
- Job referrals and career counseling
- Workforce training
- Resume and job-search assistance
- Education and training referrals
- WIOA employment services for eligible American Indian clients
- Computer access for employment activities
- Behavioral health
- Drug and alcohol assessments

Populations Served

Strong specialization in American Indian and Alaska Native communities. Some programs, including the food bank and family resource assistance, serve the broader Spokane community.

Service Area

Spokane area

Eligibility / Access

Varies by program. Some workforce programs have specific American Indian eligibility requirements.

Primary Contact

509-535-0886

1025 W. Indiana Ave., Spokane, WA 99205

Website: aiccinc.org



Communities In Schools of Northeast Washington

About

Communities In Schools' mission is to surround students with a community of support, empowering them to stay in school and achieve in life. CIS works within schools to remove barriers that can prevent students from succeeding. Student Support Coordinators connect students and families with school and community resources while providing both individual case management and school-wide supports.

Best Fit For

School-aged children and youth experiencing academic, social, family, behavioral, or basic-needs barriers that are affecting their ability to succeed in school.

Specializes In

Children & Youth • Schools • Academic Success • Basic Needs • Mentoring • Family Support • Case Management • College and Career Prep

Services

- Individual student case management
- Academic support
- Mentoring
- Counseling connections
- Career-readiness support
- After-school support
- Food assistance
- Clothing and hygiene resources
- Coordination with social-service agencies
- School-wide supports and interventions
- Connections between students, families, schools, and community providers

Populations Served

K–12 students and their families, particularly students experiencing barriers to academic success.

Service Area

Participating schools throughout Spokane and Northeast Washington.

Eligibility / Access

Services are generally accessed through participating schools. A teacher, counselor, administrator, or other school staff member can help connect a student to CIS support.



Primary Contact

509-413-1436

info@cisnew.org

104 S. Freya St., Yellow Flag Building, Suite 107, Spokane, WA 99202

Website: cisnew.ciswa.org



Frontier Behavioral Health

About

Frontier Behavioral Health is a nonprofit behavioral health organization providing clinically and culturally appropriate mental-health services to children, adults, families, and older adults. It prioritizes individuals and families who are high-risk, high-need, or publicly funded.

Best Fit For

Individuals experiencing mental-health challenges who need clinical treatment, psychiatric services, intensive behavioral-health support, crisis services, or coordinated behavioral-health care.

Specializes In

Mental Health • Crisis Services • Psychiatry • Children & Families • Adults • Serious Mental Illness • Forensic Behavioral Health

Services

- Individual and group therapy
- Case management
- Psychiatric medication management
- Certified peer support
- Child and family outpatient services
- WISe
- Intensive DBT programs
- Program for Assertive Community Treatment (PACT)
- Elder behavioral-health services
- Crisis intervention
- Mobile crisis services
- 988 regional crisis services
- Evaluation and treatment
- Psychological assessment
- Homeless outreach
- Care navigation
- Forensic behavioral-health and Trueblood programs

Populations Served

Children • Youth • Adults • Families • Older adults • Individuals with significant behavioral-health needs

Service Area

Spokane and surrounding communities; availability varies by program.

Eligibility / Access

Program requirements vary. Frontier accepts Medicaid and offers a sliding-fee scale based on income and family size.



Primary Contact / Access to Care

509-838-4651

Walk-in Access to Care: 131 S. Division St., Spokane

Website: fbhwa.org



Health & Justice Recovery Alliance (HJRA)

About

HJRA provides healing-centered, wraparound support for individuals and families navigating recovery, trauma, homelessness, justice-system involvement, and other barriers to stability. The organization has particularly strong programming for women and families.

Best Fit For

Women and families navigating addiction, trauma, housing instability, parenting challenges, justice-system involvement, domestic violence or trafficking, or multiple needs requiring coordinated support.

Specializes In

Recovery • Women & Families • Housing • Trauma • Parenting • Justice System • Outreach • Homelessness

Services

- Community care coordination
- Mental-health and peer support
- Addiction-recovery support
- Housing navigation and stabilization
- Therapeutic residential recovery for women and children
- Parenting and family support
- Doula and postpartum support
- Home visiting
- Financial coaching
- Reentry coordination
- Court navigation
- Domestic-violence and trafficking outreach
- Homeless outreach
- Job-training navigation
- Food access
- Hygiene, clothing, and basic-needs resources

Populations Served

Individuals and families experiencing instability, with specialized services for women, parents, survivors, people in recovery, people experiencing homelessness, and justice-involved individuals.

Service Area

Spokane and surrounding Eastern Washington communities; individual program coverage varies.

Eligibility / Access

Varies by program. Individuals can submit a support request directly to HJRA.



Primary Contact

509-321-7996

info@healthjusticerecoveryalliance.org

P.O. Box 9895, Spokane, WA 99209

Website: healthjusticerecoveryalliance.org



Mujeres in Action (MiA)

About

MiA provides culturally responsive services to survivors of domestic violence and sexual assault, with particular expertise serving Latine and Spanish-speaking survivors and families.

Best Fit For

Latine and Spanish-speaking survivors of domestic violence or sexual assault who need culturally responsive advocacy, housing assistance, behavioral-health support, safety planning, or help navigating systems.

Specializes In

Domestic Violence • Sexual Assault • Latine Communities • Spanish-Language Services • Survivor Advocacy • Housing • Behavioral Health

Services

- Crisis intervention
- Safety planning
- Advocacy-based counseling
- Public-benefit assistance
- Systems navigation
- Medical advocacy
- Legal advocacy
- Advocacy for minors
- Referrals and resource navigation
- Culturally responsive behavioral-health services
- Housing navigation
- Rent, deposit, or move-in assistance when funding is available
- Emergency housing when available
- Landlord communication support
- Survivor support groups
- Youth violence-prevention programming
- Community education and professional training

Populations Served

Survivors of domestic violence and/or sexual assault and their families, with specialization in Latine, immigrant, and Spanish-speaking communities.

Languages / Cultural Expertise

Bilingual English/Spanish services and strong Latine cultural expertise.

Eligibility / Access

Services are free and confidential regardless of immigration status.



Primary Contact

509-869-0876

Info@MiaSpokane.org

318 E. Rowan Ave., Suite 208, Spokane, WA 99207

Website: miaspokane.org



Northeast Washington Educational Service District / NEWESD 101

About

Northeast Washington Educational Service District 101 serves to strengthen educational opportunities and services for students and schools throughout Northeast Washington, particularly in smaller and rural districts.

Best Fit For

Children, youth, families, schools, and rural communities where educational support, school engagement, career preparation, re-entry to education, or connections through the school system are important.

Specializes In

Education • Rural Schools • Youth • Career Readiness • School Support • Student Success

Services

- Curriculum and instruction
- STEM education
- School-to-work programming
- High-school re-entry
- Career preparation
- Educational support services
- School counseling and student supports
- Special education
- Crisis-response resources
- Professional learning and school support
- Connections between schools and communities

Populations Served

PK–12 students • Families • Public schools • Private schools • Rural school communities

Service Areas

Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens, and Whitman counties.

Eligibility / Access

Access varies by program and is often coordinated through schools, school districts, or NEWESD programs.

Primary Contact

509-789-3800

4202 S. Regal St., Spokane, WA 99223

Website: esd101.net



Nuestras Raices/HBPA

About

Nuestras Raíces is a culturally rooted, bilingual Cultural & Behavioral Health Center serving individuals and families throughout Eastern Washington. Its work includes behavioral health, social services, youth programming, economic development, resource navigation, and cultural connection.

Best Fit For

Hispanic/Latine individuals and families who would benefit from culturally and linguistically responsive behavioral health, family support, housing assistance, basic-needs support, youth services, or economic-development resources.

Specializes In

Latine Communities • Behavioral Health • Housing • Family Support • Youth • Food & Basic Needs • Economic Development

Services

- Behavioral-health services
- Case management
- Peer support
- Housing support
- Rental and utility assistance when available
- Assistance completing housing applications
- Support obtaining identification and transportation resources
- Food and clothing bank
- Youth and young-adult programs
- Scholarships and mentoring
- LGBTQIA+ youth support
- Workforce development
- Business and economic-development programs
- Cultural programming and community engagement

Populations Served

Individuals and families throughout Eastern Washington, with particular expertise serving Hispanic/Latine communities.

Languages / Cultural Expertise

Culturally rooted and bilingual services; many staff are bilingual and bicultural.

Service Areas

Eastern Washington, with centers in Spokane and Othello.



Eligibility / Access

Varies by program and available funding.

Primary Contact

Website: nuestrasraiceswa.org



Pacific Islander Community Association of Washington (PICA-WA)

About

PICA-WA is a statewide organization created by and for Pacific Islanders. Its work combines direct community support with advocacy and culturally grounded programs that promote the physical, cultural, social, and spiritual wellness of Native Hawaiian and Pacific Islander communities.

Best Fit For

Native Hawaiian and Pacific Islander individuals and families who would benefit from culturally grounded resource navigation, benefits assistance, housing support, health access, food assistance, youth programs, or community connection.

Specializes In

Native Hawaiian/Pacific Islander Communities • Cultural Support • Navigation • Housing • Benefits • Food Access • Youth & Elders

Services

- Family Wellness Navigation
- Housing navigation
- State-benefit navigation
- Health-insurance navigation
- Social-determinants-of-health support
- Food-distribution programs
- Youth navigation
- Elder engagement
- Cultural programming
- Community advocacy and systems change
- Culturally and linguistically responsive resource support

Populations Served

Native Hawaiian and Pacific Islander individuals, youth, elders, and families.

Languages / Cultural Expertise

Strong Pacific Islander cultural and community expertise, with culturally and language-appropriate support.

Service Areas

Statewide Washington services with offices/programming in Spokane, Federal Way, and Vancouver.

Eligibility / Access

Pacific Islander community members can complete a referral form for the PICA office nearest them, including the Spokane office.



Primary Contact

Website: picawa.org



Passages Family Support

About

Passages is a licensed outpatient behavioral-health provider offering recovery-focused mental-health and substance-use services. Its programs serve children, youth, adults, and families enrolled in Washington Apple Health Medicaid.

Best Fit For

Apple Health members who need outpatient behavioral-health treatment, peer support, psychiatric services, care coordination, substance-use treatment, or intensive behavioral-health services.

Specializes In

Behavioral Health • Medicaid • Peer Support • Children & Families • Care Coordination • Substance Use • Psychiatry

Services

- Individual and group therapy
- Individual and group peer support
- Intensive care coordination
- WISE
- Psychiatric medication management
- Substance-use disorder treatment
- Intensive residential treatment
- Peer Bridger
- Peer Pathfinder
- Educational workshops
- Health Home services
- 24/7 peer respite through New Termomn Peer Respite

Populations Served

Children • Youth • Adults • Families experiencing behavioral-health needs

Eligibility / Access

Primary outpatient services are for **Washington Apple Health Medicaid-eligible residents**. Specific program requirements may vary.

Primary Contact

509-892-9241

1700 S. Assembly Rd., Suite 300, Spokane, WA 99224

Website: passages-spokane.org



Peer Spokane

About

Peer Spokane is a program of Peer Washington that provides peer-based emotional support and development services to people impacted by addiction and/or mental-health challenges. Services are built around shared lived experience and recovery.

Best Fit For

People seeking nonclinical, peer-led support related to recovery, mental health, substance use, housing stability, employment, or connection with others who have lived experience.

Specializes In

Peer Support • Recovery • Mental Health • Substance Use • Housing • Employment • Support Groups

Services

- Free one-on-one peer coaching
- Peer-facilitated support groups
- Supported employment
- Supportive-housing services
- Housing navigation and housing stability
- Family Navigator support
- Resource connections
- Peer education and community-building activities

Populations Served

People impacted by addiction and/or mental-health challenges • Families • Individuals in recovery • Peer-support community

Service Area

Spokane County.

Cost / Eligibility

Peer coaching and core peer-support services are available at no cost.

Primary Contact

509-867-3778

info@peerspokane.org

1222 N. Post St., Spokane, WA 99201

Website: peerspokane.org



Revive Center for Returning Citizens

About

Revive Center for Returning Citizens provides peer-led reentry support to individuals and families impacted by incarceration and the criminal-justice system. Its work focuses on helping people heal from trauma, reconnect with community, and successfully return to life after incarceration.

Best Fit For

People returning from incarceration, justice-involved individuals, and their families who need help with reentry, housing, employment, legal barriers, treatment connections, or basic needs.

Specializes In

Reentry • Justice-Involved Individuals • Peer Support • Housing • Employment • Legal Resources • Basic Needs

Services

- Peer-led reentry navigation
- Peer support
- Housing resources
- Transitional and reentry-housing connections
- Behavioral-health and treatment connections
- Family coaching and support
- Employment support
- Legal-aid connections
- Legal Financial Obligation resources
- Driver re-licensing resources
- Voter-restoration support
- Basic-needs resources
- Transportation, work clothing, hygiene, and resume assistance

Populations Served

Returning citizens • Justice-involved individuals • Formerly incarcerated people • Families impacted by incarceration

Service Area

Spokane area and surrounding community resources.

Eligibility / Access

Varies by service. Peer and reentry-navigation support can be accessed directly through Revive.

Primary Contact

509-631-2506

Website: rc4rc.org



Rural Resources Community Action

About

Rural Resources Community Action is a broad community-action organization serving rural Eastern Washington. It helps children, families, older adults, and individuals build stability through housing, food, energy, transportation, employment, education, and other supports.

Best Fit For

Individuals and families in rural communities who need help with housing, utilities, transportation, food, employment, older-adult services, early childhood programs, or other basic needs.

Specializes In

Rural Communities • Housing • Energy Assistance • Transportation • Food • Seniors • Employment • Early Childhood

Services

- Affordable and supportive housing
- Rental assistance
- Low-income housing
- Home repair
- Energy/utility assistance
- Weatherization
- Basic Food outreach
- Transportation and medical transportation
- Senior services
- Nutrition assistance
- Caregiver and long-term-care support
- Kinship care
- Employment and workforce programs
- Early childhood services
- Community-based teams and resource navigation

Populations Served

Children • Families • Older adults • People with disabilities • Low-income households • Rural residents

Service Area

Rural Eastern Washington. Individual programs operate in different counties, so geographic eligibility should be confirmed for the specific service.

Eligibility / Access

Varies significantly by program, income, county, and available funding. For example, energy assistance has income and geographic eligibility requirements.



Primary Contact

Main program information is available at ruralresources.org.



Spectrum Center Spokane

About

Spectrum Center provides community support, advocacy, education, and gender-affirming resources for 2SLGBTQIA+ people in Eastern Washington and North Idaho.

Best Fit For

LGBTQIA2S+ individuals—particularly transgender, nonbinary, Two-Spirit, gender-expansive, and questioning people—who need affirming resources, support, community connection, or help navigating gender affirmation.

Specializes In

LGBTQIA2S+ Communities • Transgender & Gender-Diverse Support • Gender Affirmation • Support Groups • Advocacy • Education

Services

- Gender Affirming Products Program (GAPP)
- Gender-affirming products and services
- Gender Doula support
- Help navigating gender exploration and transition
- Trans-youth and caregiver support groups
- LGBTQIA2S+ community resources
- Practitioner/resource information
- Advocacy
- DEI, anti-racism, and LGBTQIA2S+ education and workshops

Populations Served

2SLGBTQIA+ communities, with specialized programming for transgender, nonbinary, Two-Spirit, genderqueer, genderfluid, and gender-expansive people.

Service Area

Eastern Washington and North Idaho for several primary programs, including GAPP.

Cost / Eligibility

GAPP is a free, no-barrier program for eligible gender-diverse people. Support groups are also offered free of charge.

Primary Location

1514 N. Monroe St., Spokane, WA 99201

Website: spectrumcenterspokane.org



The NATIVE Project

About

The NATIVE Project is a community health center specializing in culturally responsive care for Native people while providing health and human services to people of all backgrounds throughout the greater Spokane community.

Best Fit For

Individuals and families needing integrated medical, dental, behavioral-health, pharmacy, substance-use, wellness, or care-coordination services—particularly Native American and Alaska Native community members seeking culturally grounded care.

Specializes In

Indigenous Health • Primary Care • Dental • Behavioral Health • Youth • Substance Use • Pharmacy • Care Coordination

Services

- Primary healthcare
- Dental care
- Youth behavioral health
- Mental-health services
- Youth substance-use assessments and treatment
- Outpatient and intensive outpatient SUD treatment
- Co-occurring disorder services
- Care coordination
- Pharmacy
- Diabetes management
- Chronic-care support
- Nutrition
- Prevention and wellness
- Children's and youth programs
- Cultural, mentoring, leadership, fitness, and wellness activities

Populations Served

All people, with particular expertise in American Indian and Alaska Native health.

Eligibility / Cost

Medicaid, Medicare, and most private insurance are accepted. A sliding-fee scale is available based on family size and income, and care is provided regardless of ability to pay.



Primary Contact

Medical/Dental: 509-483-7535

Behavioral Health: 509-325-5502

1803 W. Maxwell Ave., Spokane, WA 99201

Website: nativeproject.org



Volunteers of America Eastern Washington

About

Volunteers of America Eastern Washington provides housing, shelter, behavioral-health, and stabilization services to individuals experiencing homelessness and other significant barriers. VOA operates a Certified Community Behavioral Health Clinic model within its housing and shelter programs.

Best Fit For

Youth, young adults, adults, women, veterans, and others experiencing homelessness or housing instability who need shelter, housing support, behavioral healthcare, case management, or coordinated stabilization services.

Specializes In

Homelessness • Shelter • Housing • Youth & Young Adults • Women • Veterans • Behavioral Health • Care Coordination

Services

- Emergency youth shelter
- Young Adult Shelter
- Youth outreach
- Homelessness diversion
- Housing navigation
- Youth transitional housing
- Rapid rehousing
- Permanent supportive housing
- Veterans housing
- Foster-youth services
- Housing for young parents
- Hope House services for women
- Behavioral-health services
- Mental-health care
- Substance-use treatment
- Peer support
- Case management and care coordination
- Medical and community-resource connections

Populations Served

Youth • Young adults • Adults • Women • Veterans • People experiencing or at risk of homelessness

Service Area

Eastern Washington, with extensive programming in Spokane.



Eligibility / Access

Eligibility varies by housing, shelter, behavioral-health, age, and funding requirements. Some programs are specifically designed for youth or young adults.

Primary Contact

509-624-2378

1440 N. Haven St., Spokane, WA 99202

Website: voaspokane.org