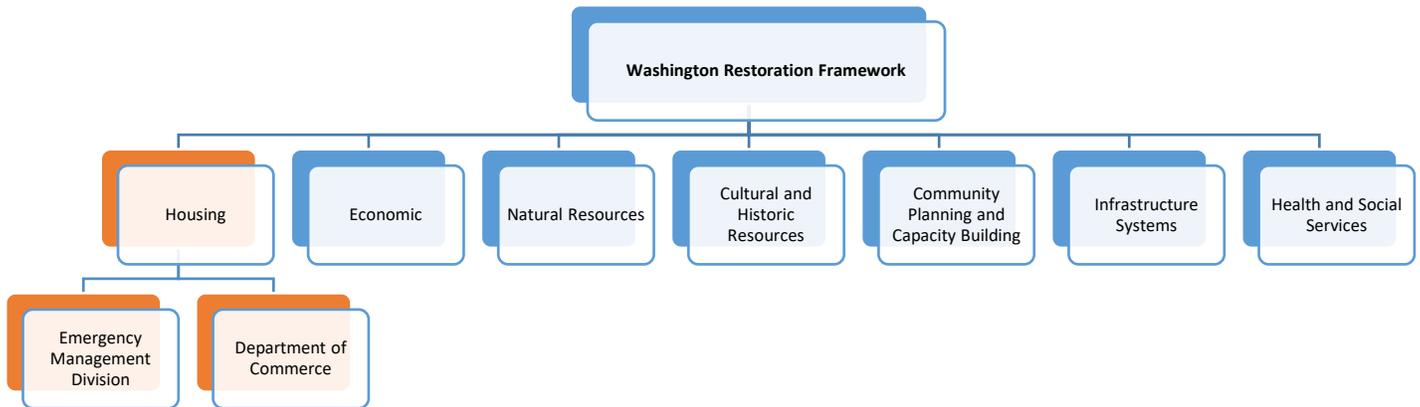


Housing Recovery Support Function



RSF Purpose

The Washington State Housing Recovery Support Function coordinates state agency program delivery and technical assistance to local jurisdictions. While Washington State has no dedicated disaster recovery program funding, many agencies manage programs that can be prioritized for, or applied to, disaster recovery scenarios. Once activated, the Housing RSF can become an information and program clearing house for federal, state, and local resources and needs. During catastrophic incidents, the Housing RSF will serve as housing recovery staff for the Governor-appointed State Disaster Recovery Coordinator.

RSF Objectives

Primary Objectives:

- Establish communication between state agencies as soon as practical following an incident with locally-significant damages; if damages warrant, expand communication to local and tribal governments, federal agencies, and VOADs.
- Support local jurisdictions in rehousing the impacted individuals and families as quickly and safely as possible so that people can remain in the area. This will be completed by coordinating and delivering applicable agency programs and technical assistance.
- Implement mitigation actions, as part of the recovery process, when possible, to reduce future risk.
- Stay out of response mode while engaging local resources, bringing in state and national partners, and supporting the beginning of housing recovery. Success in these objectives includes a smooth transition from sheltering to transitional and permanent housing, activation of programs to support survivors and disaster recovery centers, and the deployment of technical assistance to support local government functions, where possible.

Process Objectives:

- Convene necessary state resources, achieving broad representation on the RSF to establish situational awareness, obtain a common operating picture, and provide efficient service delivery.

- Support the development of a local long-term recovery organization through technical assistance, best-practice identification and continued agency liaison involvement.

Agency Partners

<i>State</i>	
Coordinating	
Department of Commerce (COM)	Emergency Management Division (EMD)
Supporting	
Department of Social and Health Services (DSHS)	Housing Finance Commission (WSHFC)
Department of Veterans Affairs (WDVA)	Department of Health (DOH)
Department of Labor and Industries (LNI)	Office of the Insurance Commissioner (OIC)
Department of Ecology (ECY)	Department of Licensing (DOL)
Department of Natural Resources (DNR)	
<i>Federal</i>	
U.S. Department of Agriculture (USDA)	Federal Emergency Management Agency (FEMA)
Department of Health and Human Services (HHS)	Corp. for National & Community Service (CNCS)
Small Business Administration (SBA)	Dept. of Housing & Urban Development (HUD)
<i>Local Jurisdictions, Organizations, Other</i>	
Local and Tribal Governments	County Assessor
Academic Institutions	Emergency Management
Community Organizations Active in Disasters (COAD)	Farm Services Agencies (FSAs)
Housing Authorities and Housing Providers	Community, Social Service and Humanitarian
Conservation Districts	Voluntary Organizations Active in Disasters (VOAD)

*This list of agency partners is intentionally not all-inclusive to allow for a broader spectrum of participants.

Pre-Disaster Agency Priorities

State Agencies	Actions
Emergency Management Division	<ul style="list-style-type: none"> • The EMD Recovery Coordinator will identify and update on a biannual basis each Agency Partner’s primary RSF point of contact within this RSF document • The EMD Recovery Coordinator, in collaboration with each Agency Partner, will update on a biannual basis the agency specific housing program matrices • Build and maintain a distribution list of agency partner contacts • Develop information sharing agreements, as needed, with federal or non-governmental partners • Develop and practice agency continuity of operations plans and program delivery plans. Program delivery plans may include operational recovery planning or the pre-disaster identification of needs
Department of Commerce	<ul style="list-style-type: none"> • Facilitate an annual Housing RSF check-in with State Agency Partners • Co-Facilitate the Department of Housing and Urban Development’s annual convening of housing recovery partners

	<ul style="list-style-type: none"> • Develop and practice agency continuity of operations plans and program delivery plans. Program delivery plans may include operational recovery planning or the pre-disaster identification of needs • Develop and maintain agency specific housing recovery program matrices • Establish emergency procedures for critical housing programs • Build relationships with potential partners
Supporting Agency Partners	<ul style="list-style-type: none"> • Coordinate with EMD Recovery Coordinator in identifying a primary RSF point of contact • Participate in an annual Housing RSF check-in • Participate in Department of Housing and Urban Development’s annual convening of housing recovery partners • Develop and practice agency continuity of operations plans and program delivery plans. Program delivery plans may include operational recovery planning or the pre-disaster identification of needs • Develop and maintain agency specific housing program matrices • Establish emergency procedures for critical housing programs • Build relationships with potential partners

Post-Disaster Agency Priorities

State Agencies	Actions
Emergency Management Division	<ul style="list-style-type: none"> • As damages warrant, activate the Housing RSF • Coordinate with other activated federal, state, and local RSFs, as appropriate • Provide technical assistance and disaster expertise such as volunteers and donations management, as requested • Establish communications with partner agencies, local jurisdictions, and Voluntary Organizations Active in Disaster (VOADs) • Activate Emergency Support Function 14 – Long Term Community Recovery – early in the disaster to gather information in support of RSFs • Assist in Preliminary Damage Assessments (PDAs) with federal, state, local, and tribal officials, as appropriate • Assess the need for Individual Assistance Disaster Reservists, and hire according to need • Prepare the Governor’s request for a Small Business Administrative declaration and submit it to the Small Business Administration (SBA), when applicable • Prepare the Governor’s request for a Presidential Disaster Declaration and submit it to FEMA, when applicable • For Federally Declared Disasters, administer the Individual Assistance Program, when applicable

	<ul style="list-style-type: none"> • For Federally Declared Disasters, administer the Public Assistance Program, when applicable • Administer Hazard Mitigation Assistance Grants • For Federally Declared Disasters, provide staff to the Joint Field Office and bring in partners, as appropriate • Develop RSF After-Action Reports and update the RSF as needed
Department of Commerce	<ul style="list-style-type: none"> • Ascertain the level of assistance required and, if necessary, activate programs for housing recovery purposes and related disaster case-management services • Administer the Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), Rental Assistance Programs, Housing Trust Fund (HTF), Consolidated Homeless Grant (CHG) and other housing related programs, as appropriate • In coordination with EMD, develop RSF After-Action Reports and update the RSF
Department of Social and Health Services	<ul style="list-style-type: none"> • Activate Economic Services Administration (ESA) disaster assistance programs*, as applicable <ul style="list-style-type: none"> ○ Disaster Supplemental Nutrition Assistance Program (requires Federal Declaration of Disaster with Individual Assistance and approval by USDA Food and Nutrition Services) ○ Disaster Cash Assistance Program (requires an Emergency Declaration by Governor, subject to available funding) • Help ensure eligible individuals and families have access to non-disaster assistance programs* administered by ESA including, but not limited to: <ul style="list-style-type: none"> ○ Supplemental Nutrition Assistance Program (SNAP, referred to as Basic Food in Washington state) ○ Temporary Assistance for Needy Families (TANF) ○ Additional Requirements for Emergent Needs (AREN) ○ Consolidated Emergency Assistance Program (CEAP) ○ Diversion Cash Assistance (DCA) ○ Aged, Blind or Disabled (ABD) cash assistance ○ Housing and Essential Needs (HEN) Referral <p>*All ESA administered programs include income eligibility requirements.</p> <ul style="list-style-type: none"> • Conduct status checks for Department of Social and Health Services clients and facilities in incident area • Support the transition from ESF 6 to Housing and Health and Social Services RSFs
Housing Finance Commission	<ul style="list-style-type: none"> • Coordinate with Federal and State affordable housing partners to confirm affordable housing units are made available to people impacted by a disaster

	<ul style="list-style-type: none"> • Provide links to counseling resources to homeowners who are experiencing hardship in maintaining their home following a disaster • Provide technical assistance and support to Low-Income Housing Tax Credit (LIHTC) and Bond-Financed properties impacted by disaster • Provide technical assistance to communities impacted by a disaster about Washington State Housing Finance Commission (WSHFC) programs that may be available to help the recovery effort
Department of Health	<ul style="list-style-type: none"> • Help growers and migrant farm workers find housing for displaced workers • Upon request, help coordinate housing for first responders in Temporary Worker Housing or Cherry Harvest Camp sites • Coordinate with local jurisdictions to conduct inspections on Temporary Worker Housing or Transient Accommodations to determine if they are habitable
Office of the Insurance Commissioner	<ul style="list-style-type: none"> • Staff insurance hotline and provide public information and complaint support to insurance consumers • OIC’s Public Affairs Division tracks emerging insurance issues and posts information on social media and other formats. Public Affairs will also work with other state agency to deliver important consumer awareness, safety, and other messages • Provide damage information to the State Emergency Operations Center • During a Governor’s Proclamation, enact emergency powers under RCW 48.02.060
Department of Labor and Industries	<ul style="list-style-type: none"> • Help homeowners avoid unregistered contractors by educating them on their rights and responsibilities • Provide electrical, manufactured housing, elevator, pressure vessel and workplace safety and health services in support of cities, counties, or emergency response agencies to restore services to businesses and residences affected by disaster • Provide workplace safety and health consultative services to emergency responders and recovery workers
Department of Veterans Affairs	<ul style="list-style-type: none"> • Assist displaced veterans and family members in affected areas, allowing housing recovery partners to focus on other populations in need

Housing RSF Activation and Procedures

The Housing RSF will activate following any incident or potential incident with locally-significant damages to housing and any incident where ESF 6 is activated and shelters are utilized. For most incidents, this activation will consist of a conference call with key state-level stakeholders. The Disaster Recovery Coordinator at EMD will email RSF members and set the time for a conference call and provide a number.

RSF Activation Levels are as follows:

- Initial: Establish common operating picture, monitor the incident. Review and prepare existing programs applicable to the incident.
- Partial: Establish more advanced coordination and provide technical assistance as needed. Review, prepare and activate existing programs for use, and prepare for a full activation.
- Full: Deploy liaisons, activate applicable programs, and offer advanced, ongoing coordination and technical assistance.

Activation Level	Recovery Objectives	Critical Tasks	Agencies	
Initial Activation: Locally Significant Damages	Establish Communications	Send COM and other required partners a pre-meeting brief and establish a conference line for the following initial meeting agenda: <ul style="list-style-type: none"> • Attendance check • Situational awareness and reported damages • Needs for additional damage assessments • Agency personnel involved in response and short-term recovery operations • Unmet needs and/or concerns • Programs that could be activated • Setup, need time for next call 	EMD	
		Provide a Voluntary Agency Liaison to join VOAD conference calls and achieve a common operating picture.	EMD	
		Establish a baseline understanding of damages and population impacts through multi-stakeholder input.	RSF	
		Identify local points of contact and establish lines of communications, as needed and appropriate.	RSF	
		Convene additional conference calls as the situation requires.	EMD	
	Support the Impacted Community	Communicate RSF status and availability of support programs to local partners and VOADs.	RSF	
	Support Long-Term Recovery	N/A	N/A	
	Conduct a post-activation debrief to assess effectiveness, lessons learned, and consider updates to the RSF.			

Activation Level	Recovery Objectives	Critical Tasks	Agencies
Partial Activation: Locally Significant Damages	Establish Communications	Complete Initial Activation Procedures	RSF
		Maintain regular conference calls or meetings to continually update situational awareness and communicate to partner agencies, VOADs, local jurisdictions, and the SEOC.	EMD
		Coordinate with ESF 14 and the State EOC to promote situational awareness and help establish priorities.	EMD
		Agencies supporting the RSF will identify programs that may be used to support the impacted community in disaster recovery.	RSF
		Identify Federal points of contact and establish lines of communications, as needed and appropriate.	COM, EMD
	Support the Impacted Community	Use preliminary damage assessment information, VOAD and local reports, and population data to identify unmet needs.	RSF
		Supporting agencies will identify programs that may be used to assist impacted community in disaster recovery efforts.	RSF
		Research temporary and permanent housing options and support impacted jurisdictions if they activate their disaster housing plans.	EMD, COM, DSHS
	Support Long-Term Recovery	Provide technical assistance and disaster recovery expertise, as requested by local jurisdictions, via existing programs.	EMD, COM
		Support the jurisdiction in identifying properties for floodplain buyouts (as applicable).	EMD, ECY
	Conduct a post-activation debrief to assess effectiveness, lessons learned, and consider updates to the RSF.		
Full Activation: Regionally Significant Damages	Establish Communications	Complete Initial and Partial Activation Procedures	RSF
		Request federal and local involvement on regular conference calls.	EMD, COM
		Request deployment of a federal RSF liaison counterpart to the RSF meetings.	EMD, COM
		As requested or deemed necessary, send liaisons to the impacted communities.	RSF

	Support the Impacted Community	Complete Initial and Partial Activation Procedures	RSF
		Begin activating relevant agency-run programs, based on individual program triggers. Agencies with active programs will work together to determine the sequencing of aid delivery and develop a program delivery plan.	RSF
		As requested, and as staffing allows, the RSF will deploy staff from participating agencies to support and sustain local government actions or fulfill needs, such as: <ul style="list-style-type: none"> • Setting up and/or staffing local disaster recovery centers • Public message translations To the extent feasible and to efficiently serve the impacted populations, the above agencies will consolidate service delivery at disaster recovery centers.	RSF
		Support local public information officers in communicating information to prevent contractor fraud, mitigate insurance issues, and educate about available programs.	RSF, LNI, OIC
	Support Long-Term Recovery	Complete Partial Activation Procedures	RSF
		Provide technical assistance to support the development of a local long-term recovery group, as requested by the impacted jurisdiction. Assistance could include: <ul style="list-style-type: none"> • Technical guidance on plan development • Support developing and executing an inclusive outreach strategy • Assistance developing a housing recovery strategy 	EMD, COM
		Agencies supporting the RSF may request regulatory waivers, where applicable, for the use of funds to support disaster recovery.	RSF
		Within legal limits and capability, support eligibility vetting and document support for survivors and other service providers.	DSHS, DOL
		To the extent feasible and desirable, work with the VOADs and local community and social service organizations to coordinate the delivery of disaster case management services.	EMD, DSHS
		Provide collected information packets and webinars on available mitigation programs, including EMD’s Hazard Mitigation Assistance program, COM’s CDBG program, and ECY’s floodplain programs.	EMD, COM, DNR, ECY

		Agencies delivering services with federal money, such as DSHS, EMD, and COM, will work together with federal partners to ensure funding requirements do not disqualify clients from benefits they may already be receiving and to avoid duplication of benefits.	RSF
		As needed, and following a Disaster Declaration, agencies will be requested to send staff to the Joint Field Office. EMD will communicate details on JFO location and needs.	RSF
	Conduct a post-activation debrief to assess effectiveness, lessons learned, and consider updates to the RSF.		

Coordinating and Supporting Agencies Program Matrices:

Below is a list of state, federal, and other governmental and non-governmental agency programs supporting housing recovery for impacted individuals and families following a disaster. The list of programs is not exhaustive and the availability of funding, the program eligibilities and stipulations, the program actions and the contact information are subject to change. The information listed below is reviewed on an annual basis with each agency to check for inaccuracies.

Washington State Emergency Management Division (EMD) Program Matrix

Summary of Agency Activities

The Washington Emergency Management Division is responsible for the overall coordination of disaster response and recovery activities in Washington State. EMD manages federal recovery programs through FEMA such as Individual Assistance and Public Assistance, as well as the Hazard Mitigation Assistance programs, Hazard Mitigation Grant Program, Pre-Disaster Mitigation, and Flood Mitigation Assistance. Visit our website at <https://www.mil.wa.gov/emergency-management-division> for additional information.

EMD also operates the SEOC and therefore works closely with responders and with local organizations to transition from response to recovery.

Agency designees for RSF representation

Casey Broom, Human Services Program Supervisor
Casey.Broom@mil.wa.gov ; (253) 512-7028

Quinn Butler, Recovery Coordinator
Quinn.Butler@mil.wa.gov ; (253) 512-7459

Program	Eligibility/Stipulations	Action	Contact Information
Individual and Households Program	Requires a Federal Disaster Declaration for Individual Assistance.	The Individual and Households Program is a FEMA program that provides assistance for individuals and families, including interim housing assistance, cash for necessities, and other benefits up to approximately \$33,000. The average award is much lower, \$5,000. In Washington, IA Declarations are rare. EMD employs Disaster Reservists to support damage assessments and program delivery for IA Declarations.	(EMD) Casey Broom (253) 512-7028 Casey.Broom@mil.wa.gov

Disaster Case Management (DCM)	Requires a Federal Disaster Declaration for Individual Assistance.	DCM addresses human services needs following a disaster through partner integration, provider capacity building, and state level program development. The DCM program delivers personalized disaster case management services.	(EMD) Casey Broom 253-512-7028 Casey.Broom@mil.wa.gov
Small Business Administration (SBA) Disaster Loans	Requires an SBA disaster declaration. SBA disaster declaration criteria: At least 25 homes or 25 businesses (or a combination) have <u>uninsured</u> losses of 40 percent or more of the estimated fair replacement value or pre-disaster fair market value, whichever is lower.	Upon reaching damage thresholds, the SBA can provide low-interest loans for home and business continuity and recovery. EMD works with local communities to prepare the Governor’s request for a Small Business Administrative declaration and submits it to the SBA. For economic injury disaster loans, at least five businesses each sustaining uninsured losses of 40 percent or more or at least three businesses each sustaining uninsured losses of 40 percent or more of the estimated fair replacement value or pre-disaster fair market value, whichever is lower, and causes 25 percent or more of the work force in their community to be unemployed for at least 90 days. Interest Rates vary and depend on the applicant’s ability to get credit elsewhere.	(EMD) Casey Broom (253) 512-7028 Casey.Broom@mil.wa.gov
Disaster Recovery Technical Assistance	None	Emergency Management Division staff will support local jurisdictions in developing disaster recovery plans both pre-and-post disaster, as well as with organizing Community Organizations Active in Disasters (COADs) and local volunteer management training.	(EMD) Casey Broom (253) 512-7028 Casey.Broom@mil.wa.gov

Washington State Department of Commerce (COM) Program Matrix

Summary of Agency Activities

The Department of Commerce operates over 100 programs, including many housing programs. The Department of Commerce provides local governments, nonprofits and community action agencies with the tools they need in their communities. Our work ranges from capital programs for increasing affordable housing stock to programs that prevent families from becoming homeless. Visit <http://www.commerce.wa.gov/> for additional information.

Agency designees for RSF representation

Tanya Mercier, Housing Trust Fund Project Manager and COM Disaster Housing Recovery Liaison
Tanya.mercier@commerce.wa.gov ; (360) 725-2936

Program	Eligibility/Stipulations	Action	Contact Information
Housing Trust Fund (HTF)	Multi-Family Housing Projects Funded with HTF that serve 80% AMI or below.	Multi-Family projects may seek approval to temporarily suspend income eligibility determination processes and allow waivers of income limits (up to 80% AMI) to assist people affected by disasters. The HTF works with other public funders, such as the US Dept. of Agriculture – Rural Development (USDA RD) and the Washington State Housing Finance Commission’s Low-Income Housing Tax Credit program (WSHFC LIHTC), to make waivers of income eligibility requirements available in co-funded properties as well.	(COM) Jason Davidson Asset Management & Compliance Manager (360) 725-2660 jason.davidson@commerce.wa.gov
Housing Trust Fund (HTF) Rent-A-Tent Program	Requesting entity must be a non-profit or a local government.	Non-profits or local governments may request to use tents, normally utilized for the HTF Farmworker Rent-A-Tent Program, to temporarily house emergency volunteers assisting with disaster recovery. Tents and cots, transportation, set-up and removal are available when the resources are not being utilized for their primary purpose of housing migrant farmworkers during the growing season.	(COM) Tanya Mercier (360) 725-2936 Tanya.Mercier@commerce.wa.gov
Farmworker Housing	Farmworker as defined by HFU and DOH definitions.	In a partnership between the Department of Commerce (COM) and the WA State Department of Health (DOH), funding may be available for emergency vouchers for displaced migrant farmworkers to stay up to 10 days in temporary housing at a motel or other licensed migrant camp.	(DOH) Dave Gifford (360) 236-3074 Dave.Gifford@doh.wa.gov
Housing Assistance Grants	Primarily <i>homeless</i> assistance grants, eligibility and income requirements apply.	Local organizations receiving state and federal homeless assistance grants can provide emergency shelter and rent assistance for people who are homeless or at risk of becoming homeless. Each grant has a set of eligible activities. Throughout the course of the grant cycles, COM staff closely monitor grant spending and unused funds may be made available for communities impacted by disasters. Funds are not always available, contact COM for more information.	(COM) Kathy Kinard Operations Manager (360) 725-2939 kathy.kinard@commerce.wa.gov
Community Services Block Grant (CSBG)	Funds must be used to assist low-income residents at or below 125% of the Federal Poverty Limit.	Discretionary funds are available to support activities that impact poverty. The funding stream’s flexibility can be very useful in supporting various efforts in disaster situations but may not support infrastructure or real property. Funds are not always available, contact COM for more information.	(COM) James Helling CEO (360) 725-4144 james.helling@commerce.wa.gov
Community Development	Rural cities and counties serving residents with low- and moderate-	The Community Development Block Grant (CDBG) program improves the economic, social and physical environment of rural cities and counties. The CDBG Program operates six competitive funds for which ‘rural’ ‘non-	(COM) Kaaren Roe CDBG Program Manager (360) 725-3018

Block Grant (CDBG)	income (80% and below of county median income).	entitlement' areas may apply. The Economic Opportunities Grant and the Imminent Threat Grant funds may be used to support disaster housing recovery activities. When funding is available, application and deadlines are posted on the CDBG COM website or contact COM staff for more information.	Kaaren.roe@commerce.wa.gov
Low Income Home Energy Assistance Program (LIHEAP)	Low-Income as defined by various State and Federal definitions.	Low-Income Housing Energy Assistance Program (LIHEAP), Other Emergency Services (OES) grant can be used to repair or replace heating systems that are inoperable or unsafe in fire damaged housing. For more information about the organizations in your area delivering LIHEAP, see the LIHEAP Public Map.	LIHEAP Program (360) 725-2857 LIHEAP@commerce.wa.gov

Washington State Department of Social and Health Services (DSHS) Program Matrix

Summary of Agency Activities

The Department of Social and Health Services serves millions of Washington citizens each month and supports programs including Temporary Assistance for Needy Families and housing for disabled adults. DSHS is also the lead for Emergency Support Function 6, Mass Care, and is a critical partner in the transition of displaced survivors from sheltering to housing. Visit <https://www.dshs.wa.gov/> for additional information.

Agency designees for RSF representation

Susan Bush, Director of Emergency Management
BushSA@dshs.wa.gov ; (360) 239-5419

Program	Eligibility/Stipulations	Action	Contact Information
Additional Requirements for Emergent Needs (AREN)	Families must: <ul style="list-style-type: none"> • Receive Temporary Assistance to Needy Families (TANF); State Family Assistance (SFA), or Refugee Cash Assistance (RCA); • Have an emergency housing or utility need • Have a good reason for not having enough money to pay for housing or utility costs; and • Have not previously received the AREN maximum limit of \$750 in a 12-month period 	Provides a cash payment in addition to a cash grant to meet emergent housing or utility needs. Benefits may be authorized multiple times in the recipient's lifetime, if they meet the eligibility requirements. Payments are issued directly to housing and utility vendors. Payments may be used to: <ul style="list-style-type: none"> • Prevent eviction or foreclosure • Secure housing if homeless or domestic violence victim • Secure or prevent shut-off of utilities related to health and safety 	(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov

		<ul style="list-style-type: none"> Repair damage to a home if it poses a health or safety risk. 	
Supplemental Nutrition Assistance Program (Basic Food) / Food Assistance Program (FAP)	Please see Program Summary for full requirements. Requirements include income, residency, and citizenship / immigration status.	Basic Food / FAP provides food benefits to eligible individuals and families.	(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov
Temporary Assistance for Needy Families (TANF) / State Family Assistance (SFA)	Please see Program Summary for full requirements. Requirements include children, income, residency, citizenship / immigration status, and lifetime benefits limits.	TANF / SFA provides cash assistance and the WorkFirst program provides services to families who need to work, look for work, prepare for work or get a better job.	(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov
Diversion Cash Assistance	<ul style="list-style-type: none"> Must meet TANF eligibility criteria but not receiving TANF Cannot have received DCA within the last 12 months Cannot have an adult in the family who is ineligible for cash assistance for any reason other than one adult receiving SSI in a two-adult family If the families go on TANF within 12 months of receiving DCA, a prorated amount of the DCA payment must be repaid to the state by monthly deductions equal to 5% of the cash grant Benefits may be authorized for only 30 days in a 12-consecutive month period 	Provides an emergency cash benefit of \$1,250, limited to a 30-day period every 12 months to families that meet eligibility criteria for TANF or SFA but do not need ongoing monthly cash assistance.	(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov

<p>Consolidated Emergency Assistance Program</p>	<ul style="list-style-type: none"> • Must be a resident of Washington • Must have an emergent need and have no resources to meet that need • Family income must be less than 90% of the TANF payment standard for a household with shelter cost • Payment is limited to payment maximums for individual emergent need items or the TANF payment standard for a household with shelter, whichever is lower 	<p>Provides cash grants to needy families who are ineligible for any other program, including families who have stopped receiving TANF or SFA grant due to WorkFirst sanction, to alleviate emergent conditions resulting from insufficient income and resources to provide food, shelter, clothing, medical care, or other necessary items. Benefits may be authorized for 30 consecutive days only in any consecutive 12-month period, as funding allows.</p>	<p>(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov</p>
<p>Disaster Cash Assistance (DCAP)</p>	<ul style="list-style-type: none"> • Must be residents of Washington • Must be in emergent need and have no resources to meet that need • Family income must be less than 90% of the TANF payment standard for a household with shelter cost • Payment is limited to payment maximums for individual emergent need items or the TANF payment standard for a household with shelter cost, whichever is lower • Benefits may be authorized for 30 consecutive days only in any consecutive 12-month period • Emergency Declaration is required 	<p>Provides program benefits to alleviate emergent conditions resulting from insufficient income and resources to provide for food, shelter, clothing, medical care, or other necessary items.</p> <p>Disaster Cash Assistance Program (DCAP) is a cash program made available when a disaster is declared by the Governor. It is paid through the Consolidated Emergency Assistance Program (CEAP) and is designed to provide cash assistance to individuals and families who face an emergency and do not have the money to meet their basic needs.</p>	<p>(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov</p>
<p>Disaster SNAP (DSNAP)</p>	<ul style="list-style-type: none"> • Requires Presidential disaster declaration of Individual Assistance from FEMA • Must reside or work in affected area • Limited to one month's worth of assistance • Program approved to operate for a limited time, typically seven (7) days 	<p>Provides short-term food benefits to individuals and families suffering in the wake of a disaster. Households use a simplified version of the Basic Food application and benefits are issued to eligible households within 72 hours.</p> <p>Households normally ineligible for assistance may qualify because of their disaster related expenses such</p>	<p>(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov</p>

		as loss of income, property damage, relocation expenses, or loss of food due to power outages. Ongoing SNAP recipient households can also receive DSNAP during a disaster.	
Aged, Blind, or Disabled (ABD) cash assistance	<ul style="list-style-type: none"> Please see Program Summary for full requirements. Requirements include income, resources, residency, and citizenship / Immigration status. Recipients must be age 65 or order, blind, or determined likely to meet federal disability criteria. 	Provides a cash stipend, referral to the Housing and Essential Needs (HEN) program for potential housing assistance (see below), and help applying for federal disability benefits.	(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov
Housing and Essential Needs (HEN) Referral	<ul style="list-style-type: none"> Please see Program Summary for full requirements. Requirements include income, resources, residency, and citizenship / Immigration status. Recipients must be unable to work at least 90 days due to a physical or mental incapacity. 	Provides a referral to the HEN program administered by the Department of Commerce. The HEN program provides essential needs items (e.g. bus passes, personal care items) and potential access to housing assistance through a network of local housing providers. HEN housing assistance is limited to funds appropriated to the Department of Commerce.	(DSHS) Kim Chea Community Services Division (360) 725-4598 Kimberly.Chea@dshs.wa.gov

Washington State Office of the Insurance Commissioner (OIC) Program Matrix

Summary of Agency Activities

Consumer Advocacy

The Office of the Insurance Commissioner (OIC) does not offer housing assistance programs. OIC's Consumer Advocacy Program (CAP) offers assistance to consumers with general information about insurance (i.e. laws and rules regarding insurers, standard set processes for claims, etc.). CAP can also process complaints for consumers. Complaints are filed by consumers when they are dissatisfied, concerned, or just want to understand what is happening to them. Whenever CAP sends complaints to insurance companies, they have 15 working days to provide their response according to WAC 284-30-360(2). The Commissioner may also be called upon to attempt to resolve insurance issues related to disasters. The Federal Emergency Management Agency (FEMA) may require insurance as a condition of issuing a recovery grant. The Commissioner may step in to resolve disputes as to the availability and reasonableness of insurance. (The Commissioner does not exercise authority over requirements for flood insurance). Visit <https://www.insurance.wa.gov/> for additional information.

Public Affairs

OIC also blogs and uses other social media to inform the public of insurance issues related to flooding, wildfires, and other disasters.

Agency designees for RSF representation

Matt Stoutenburg, Emergency Management Program Specialist
Matts@oic.wa.gov ; (360) 725-7046

Josh Martinsen, Functional Program Analyst
Joshm@oic.wa.gov ; (360) 725-7239

Program	Eligibility/ Stipulations	Action	Contact Information
Consumer Advocacy Program (CAP)	N/A	<p>Assistance with General Insurance questions (Life, Health, Property).</p> <p>Consumers may file complaints by phoning in, filing online, or fax.</p> <p>CAP also has a live-chat.</p> <p>Consumers can check references and licenses if they suspect fraud, and report fraud to the Commissioner.</p> <p>OIC will send representatives and information to resource fairs or other events in disaster stricken areas to reach out to disaster victims and organizations providing services to them.</p>	<p>Consumer Hotline: 1-800-562-6900 (Multiple languages available) 1-360-725-7080</p> <p>Live Chat M-F 10:00 -12:00 and 2:00 to 4:00</p> <p>Online Complaint Form</p> <p>Email: CAP@oic.wa.gov</p> <p>Fax: (360) 586-2018</p> <p>Video Phone Interpreter: (866) 327-8877</p> <p>Walk in M-F (Tumwater): 8:00 a.m. to 5:00 p.m.</p>

Emergency Powers	N/A	<p>(4) When the governor proclaims a state of emergency under RCW 43.06.010(12), the commissioner may issue an order that addresses any or all of the following matters related to insurance policies issued in this state:</p> <ul style="list-style-type: none"> (a) Reporting requirements for claims; (b) Grace periods for payment of insurance premiums and performance of other duties by insureds; (c) Temporary postponement of cancellations and non-renewals; and (d) Medical coverage to ensure access to care. <p>(6) The commissioner may adopt rules that establish general criteria for orders issued under subsection (4) of this section and may adopt emergency rules applicable to a specific proclamation of a state of emergency by the governor.</p>	<p>RCW 48.02.060</p> <p>(OIC has not adopted rules related to this RCW.)</p>
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Washington State Housing Finance Commission (WSHFC) Program Matrix

Summary of Agency Activities

The Washington State Housing Finance Commission oversees several community and housing development programs including acting as a conduit financier for multifamily rental housing funded with Low Income Housing Tax Credits and Tax-Exempt Bonds. Visit <http://www.wshfc.org> for additional information.

Agency designees for RSF representation

Melissa Donahue, Manager, Asset Management & Compliance Division

Melissa.Donahue@wshfc.org ; (206) 767-4663 x444

Program	Eligibility/Stipulations	Action	Contact Information
Multifamily Housing Program	Multi-Family Housing Projects Funded with Tax Credits and/or Bonds that serve 80% AMI or below. Requires a federally-declared disaster.	Multifamily projects may seek approval to temporarily suspend income eligibility determination processes and allow waivers of income limits (up to 60% AMI) to assist people affected by federally-declared disasters. The Commission works with other public funders, such as the State Department of Commerce, to make waivers of income eligibility requirements available in co-funded properties as well.	(WSHFC) Valeri “Val” Pate Director (206) 767-4663 x419 valeri.pate@wshfc.org

Washington State Department of Veterans Affairs (WSDVA) Program Matrix

Summary of Agency Activities

The Washington State Department of Veterans Affairs (WDVA) serves the 593,350 Veterans, 44,397 Active Duty, 18,872 Guard and Reserve Members, and over 2,000,000 Family Members who live and work in Washington. Programs supported by the Department offer direct services to house and provide financial assistance to eligible individuals, and connects veterans and their family members to benefits and services offered through other organizations. WDVA will assist displaced veterans and family members in affected areas, allowing housing recovery partners to focus on other populations in need. Visit <http://www.dva.wa.gov/> for additional information.

Agency designees for RSF representation

Crystal Hauck, Emergency Preparedness & Safety Manager
CrystalH@dva.wa.gov ; (360) 725-2234

Program	Eligibility/Stipulations	Action	Contact Information
Homeless Veterans Program	Veterans and their families must be in King County, and other eligibility requirements apply.	Provide outreach to King County veterans and their families. Address the needs of homeless veterans by working within King County's support systems and connecting them to other resources.	(WSDVA) Tracy Jones Desk: (206) 454-2790 Cell: (206) 450-1652 TracyJ@dva.wa.gov
Building 9, Port Orchard	Eligibility requirements apply, see WDVA website for details.	60-bed transitional housing facility in Port Orchard assists those in need of stable housing.	(WSDVA) Dennis Brown Desk: (360) 895-4382 Cell: (206) 437-3331 Building9@dva.wa.gov
Veterans Innovations Program	Eligibility requirements apply, see WDVA website for details.	Limited funding provides crisis and emergency relief to veterans and their families due to deployments in support of the wars in Iraq and Afghanistan.	(WSDVA) Paul Cruz Desk: (360) 725-2232 Cell: (360) 972-0435 PaulCr@dva.wa.gov
Homeless Assistance Stewardship Fund	Eligibility requirements apply, see WDVA website for details.	WDVA can receive and administer funds from public or other veteran service organizations. Funds from license plate sales supplement this fund, too.	(WSDVA) Paul Cruz Desk: (360) 725-2232 Cell: (360) 972-0435 PaulCr@dva.wa.gov
Call Center/Service Center	Eligibility requirements apply, see WDVA website for details.	Center staff connect veterans and family members to other resources at the state, regional, county, and local levels. Examples include: housing authorities, faith-based organizations, county veteran's programs, USDA, VA.	(WSDVA) Paul Cruz Desk: (360) 725-2232 Cell: (360) 972-0435 PaulCr@dva.wa.gov

Veterans Estate Management Program (VEMP)	Current VEMP clients	Offers protective payee services for veterans and family members who are incapable of managing their own financial affairs. By assuming custody of the individual's finances, basic needs such as housing are provided.	(WSDVA) Dean Motoyama Desk: (360) 725-2246 DeanM@dva.wa.gov
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Washington State Department of Health (DOH) Program Matrix

Summary of Agency Activities

The Department of Health regulates housing and transient accommodations. DOH also manages programs to temporarily house displaced workers or first responders. Visit <https://www.doh.wa.gov/> for additional information.

Agency designees for RSF representation

Dave Gifford, Local Health Support Section Manager
Dave.gifford@doh.wa.gov; (360) 236-3074

Program	Eligibility/Stipulations	Action	Contact Information
Temporary Worker Housing (TWH) Program	Seasonal Farmworker as defined by DOH and HFU definitions.	Partnership with industry to find housing for displaced migrant farmworkers at other licensed temporary worker housing sites.	(DOH) Dave Gifford (360) 236-3074 Dave.Gifford@doh.wa.gov
Temporary Worker Housing (TWH) Program	Seasonal Farmworker as defined by DOH and HFU definitions.	Partnership between Department of Health (DOH) and the Department of Commerce (COM) for emergency vouchers for displaced migrant workers to stay up to 10 days in temporary housing at hotel or other licensed temporary worker housing site.	(DOH) Dave Gifford (360) 236-3074 Dave.Gifford@doh.wa.gov (COM) Corina Grigoras (360) 725-4134 Corina.Grigoras@commerce.wa.gov
Temporary Worker Housing (TWH) Program	First responders	Upon request, coordinate with industry for the utilization of unused temporary worker housing sites and cherry harvest camp tents (state owns 350, 14 by 24-foot tents) to house first responders when they are responding to a disaster.	(DOH) Dave Gifford (360) 236-3074 Dave.Gifford@doh.wa.gov

Transient Accommodations (TA) Program	First responders	Upon request, provide information regarding licensed transient accommodations (hotel/motel) locations and their conditions to agencies who are seeking to house their responders.	(DOH) Dave Gifford (360) 236-3074 Dave.Gifford@doh.wa.gov
Transient Accommodations (TA) and Temporary Worker Housing (TWH) Programs		Upon request or referral, coordinate with local jurisdictions to inspect transient accommodations (TA) and Temporary Worker Housing (TWH) to determine if they are habitable and provide property owners any necessary technical assistance.	(DOH) Dave Gifford (360) 236-3074 Dave.Gifford@doh.wa.gov

Washington State Department of Labor and Industries (Lni) Program Matrix

Summary of Agency Activities

The Department of Labor and Industries regulates contractors and workplace safety. LNI also helps homeowners avoid unregistered contractors. Finally, as resources permit, LNI may assist local building inspectors in conducting occupancy inspections and damage assessments.

Agency designees for RSF representation

Todd Baker, Operations Manager
bakt235@lni.wa.gov ; (360) 902-3517

Program	Eligibility/Stipulations	Action	Contact Information
Contractor Compliance	In response to complaints and through random stops or scheduled compliance sweeps of impacted areas.	Inspectors determine, enforce, and promote compliance through onsite visits by issuing infractions/citations, making referrals to worker's compensation and other program areas, and by participating in industry and community outreach.	(Lni) Dean Simpson Desk: (360) 902-5571 Cell: (360) 584-7954
Electrical	Structures that have electrical system damage must have repairs performed by a licensed electrical contractor.	The electrical contractor is responsible for obtaining an electrical permit, making the repairs, and calling for an electrical inspection per the department's routine electrical permit/inspection process.	(Lni) Steve Thornton Desk: (360) 9026234 Cell: (360) 480-5673 ElectricalProgram@lni.wa.gov

Factory Assembled Structures (FAS)	Upon request for disaster assistance from the authority having local jurisdiction, FEMA, or other competent authority.	LNI may direct FAS inspectors to assist local building officials with damage assessments/inspections for structural damage of manufactured homes/ factory-assembled structures.	(Lni) Craig Sedlacek Desk: (360) 902-5218 Cell: (360) 480-6481 Craig.Sedlacek@Lni.wa.gov
Elevators/Conveyances	Building owners are responsible to have a licensed elevator contractor assess a conveyance for damages and to have necessary repairs made.	If the repairs result in an alteration to the conveyance, an alteration permit and inspection will be required per normal LNI conveyance inspection procedures.	(Lni) Dotty Stanlaske Desk:(360) 902-6456 Cell:(360) 999-0592 Dotty.Stanlaske@Lni.wa.gov
Pressure Vessels	Owners are responsible to have pressure vessels checked for damages and repaired by a licensed pressure vessel contractor.	If the owner would like to have a safety inspection of their pressure vessel, they can request one from the department.	(Lni) Tony Oda Desk: (360) 902-5270 Cell: (360) 561-8441 Anthony.Oda@Lni.wa.gov
Division of Occupational Safety and Health	Upon receipt of a request from local or state authorities in support of disaster recovery efforts.	Training for hazardous areas and hygiene monitoring for contaminants associated with disasters.	(Lni) Craig Blackwood Desk: (360) 902-5828 Cell: (360) 772-4504 Craig.Blackwood@Lni.wa.gov (Lni) Alan Lundeen Desk: (360) 902-4758 Cell: (360) 628-1187 Lund235@Lni.wa.gov

United States Department of Agriculture Rural Development (USDA RD) Program Matrix

Summary of Agency Activities

USDA Rural Development offers a variety of programs to help rural communities, businesses and individuals impacted by a disaster. USDA offers loans, grants and loan guarantees for single- and multi-family housing, providing funding for single family homes, apartments for very-low and low-income persons or the elderly, and housing for farm laborers. Loans are only available for most rural areas with a population of 35,000 or less. See [USDA Income and Property eligibility](#) for more details.

Note: Not all of USDA RD's programs are listed below. For a comprehensive list of USDA RD programs and additional program information visit: <https://www.rd.usda.gov/programs-services/all-programs>

USDA RD can:

- Assess single- and multi-family housing units that may potentially be available in the area.
- Provide Letters of Priority Entitlement (LOPE) for qualifying displaced individuals and families under a presidential disaster declaration.
- Determine applicability of 502/504 Home Repair programs for repair/rebuilding activities. Programs can be provided directly to applicants and are available before, during, and after disasters.
- Provide a claims package, payment assistance package and moratorium package to assist eligible impacted individuals in their recovery.
- Provide technical assistance at disaster recovery centers to individuals and families applying for USDA RD assistance.

Agency designees for RSF representation

Tuana L. Jones, Assistant State Director/Administrative Programs Director, USDA RD

Tuana.jones@wa.usda.gov; (360) 704-7702

Program	Eligibility/Stipulations	Action	Contact Information
Single Family Housing - Section 502 Direct Home Loan	<p>At a minimum, applicants interested in obtaining a direct loan must have an adjusted income that is at or below the applicable low-income limit for the area where they wish to buy a house and they must demonstrate a willingness and ability to repay debt.</p> <p>Applicants must:</p> <ul style="list-style-type: none"> • Meet income eligibility for a direct loan. • Be without decent, safe and sanitary housing • Be unable to obtain a loan from other resources on terms and conditions that can reasonably be expected to meet • Agree to occupy the property as your primary residence • Have the legal capacity to incur a loan obligation • Meet citizenship or eligible noncitizen requirements 	<p>Applications accepted year-round through local RD office, based on funding availability. These loans are primarily used to help very-low and low-income individuals (80% or less of area median income) or households purchase homes in rural areas by providing payment assistance to increase an applicant’s repayment ability. Funds can be used to acquire, build, repair, renovate, or relocate a home. Payment assistance is a type of subsidy that reduces the mortgage payment for a short time. The amount of assistance is determined by the adjusted family income. Interest rates may be as low as 1%.</p> <p>Those whose property was severely damaged may receive Letters of Priority Entitlement (LOPE) in their application process if the disaster was presidentially declared.</p>	<p>(USDA) Trudy Teter Director, Single Family Housing Programs (360) 704-7731 Trudy.teter@wa.usda.gov</p> <p>Rural Home Loans (Direct Program) – Fact Sheet</p>

	<ul style="list-style-type: none"> • Not be suspended or debarred from participation in federal programs 		
Single-Family Housing Direct Loan -Section 502 Home Loan Guarantee	<p>Applicants must:</p> <ul style="list-style-type: none"> • Meet income-eligibility • Agree to personally occupy the dwelling as their residence • Be a U.S. Citizen, non-citizen national, or Qualified Alien • Have the legal capacity to incur the loan obligation • Have not been suspended or debarred from participation in federal programs • Demonstrate the willingness to meet credit obligations in a timely manner • Purchase a property that meets all program criteria 	<p>Applications accepted year-round through local RD office, based on funding availability. Assists approved lenders in providing low- and moderate-income households the opportunity to own adequate, modest, decent, safe and sanitary dwellings as their primary residence in eligible rural areas. Provides 90% loan note guarantee to approved lenders in order to reduce the risk of extending 100% loans to eligible rural homebuyers.</p> <p>Funds backed by loan guarantees must be used for a specific manner. Contact local mortgage lender. Applications must be submitted through an approved lender.</p>	<p>WA-Single Family Housing Program Questions (360) 704-7777 WA-GRH@wa.usda.gov</p> <p>Single Family Home Loan Guarantees – Fact Sheet</p> <p>Approved Lender Search</p>
Single Family Housing Repair Loans & Grants - Section 504 Home Repair Loan and Grant Program	<p>Applicants must:</p> <ul style="list-style-type: none"> • Be the homeowner <u>and</u> occupy the house • Be unable to obtain affordable credit elsewhere • Grant applicants must have a family income at 30% or below the area median income • Loan applicants must have a family income at 50% or below the area median income • For grants, be age 62 or older and not be able to repay a repair loan • Some credit restrictions apply 	<p>Applications accepted year-round through local RD office, based on funding availability. Provides loans to very-low income homeowners to repair, improve or modernize their homes or grants to elderly very-low income homeowners to remove health and safety hazards.</p> <p>Maximum loan is \$20,000 Maximum grant is \$7,500 Loans and grants can be combined for up to \$27,500 in assistance</p>	<p>(USDA) Trudy Teter Director, Single Family Housing Programs (360) 704-7731 Trudy.teter@wa.usda.gov</p> <p>Rural Home Loans (Direct Program) – Fact Sheet</p>

<p>Multi-family Housing Rental Assistance</p>	<p>Applicants must be project owners as part of their newly constructed or existing Rural Rental Housing (Section 515) or Farm Labor Housing (Section 514) financed projects.</p> <p>Projects must be established on a non-profit or limited profit basis.</p> <p>Properties with very-low (below 50% of area median income) and low-income (50-80% of area median income) tenants qualify.</p>	<p>Applications accepted year-round through local RD office, based on funding availability. This program provides payments to owners of USDA-financed Rural Rental Housing or Farm Labor Housing projects on behalf of low-income tenants unable to pay their full rent.</p> <p>Finances affordable rental housing in rural areas for low-income families, farmworkers, the elderly (62+) and people with disabilities.</p> <p>Provides rental assistance to low-income tenants of USDA-financed properties to prevent rent payments from exceeding 30% of the tenant’s income. USDA RD may waive deposit, age restrictions and lease requirements.</p>	<p>(USDA) Mary Traxler Director, Multi-Family Housing Programs (360) 704-7725 Fax (855) 843-6125 mary.traxler@wa.usda.gov</p> <p>Multi-Family Housing Rental Assistance – Fact Sheet</p> <p>USDA Multi-Family Housing Rentals search</p>
<p>Multi-Family Housing Direct Loans – Section 515</p>	<p>Qualified applicants include:</p> <ul style="list-style-type: none"> • Individuals, trusts, associations, partnerships, limited partnerships, nonprofit organizations, for-profit corporations and consumer cooperatives • Most state and local governmental entities • Federally recognized Tribes • Borrowers must have legal authority to construct operate and maintain the proposed facilities and services proposed 	<p>Offered year-round and based on funding availability, this program provides competitive financing for affordable multi-family rental housing for very-low and low-income, elderly (62+), or disabled individuals and families in eligible rural areas.</p> <p>This program assists qualified applicants that cannot obtain commercial credit on terms that will allow them to charge rents that are affordable to low-income tenants.</p>	<p>(USDA) Mary Traxler Director, Multi-Family Housing Programs (360) 704-7725 Fax (855) 843-6125 mary.traxler@wa.usda.gov</p> <p>Multi-Family Housing Direct Loans – Fact Sheet</p>

<p>Multi-Family Housing Loan Guarantees – Section 538</p>	<p>Private lenders may apply for a loan guarantee on loans made to eligible borrowers who are building or preserving affordable rural rental housing.</p> <p>Terms and conditions apply. See website for more details or contact local Rural Development office.</p> <p>Low- and moderate-income: At initial occupancy, tenants’ income cannot exceed 115% of the area median income adjusted for family size).</p>	<p>Offered year-round and based on funding availability, this program provides financing to qualified loan borrowers to increase the supply of affordable rental housing for low- and moderate-income individuals and families in eligible rural areas.</p>	<p>(USDA) Mary Traxler Director, Multi-Family Housing Programs (360) 704-7725 Fax (855) 843-6125 mary.traxler@wa.usda.gov</p> <p>Multi-Family Housing Loan Guarantees – Fact Sheet</p>
<p>Existing Home Loan Borrowers Disaster Assistance</p>	<p>USDA home loan borrowers, who may have lost their job or had their hours reduced due to a disaster may receive assistance on their loan payment. Options may include payment reduction, moratorium, or workout agreement.</p>	<p>Applies to USDA home purchase programs. USDA Customer Service Center sends letter to homeowner following a presidentially declared disaster to notify them of USDA assistance available.</p>	<p>USDA Customer Service Center: (800) 414-1226 Call toll free 24 hours a day, 7 days a week; customer service reps available 7:00 am - 5:00 pm (Central Time) Monday - Friday</p>

Other Housing RSF Contacts

WA Voluntary Organizations Active in Disaster (VOAD): Raquel Lackey; raquellackey@me.com

American Red Cross: Martha Read; martha.read@redcross.org ; (509) 929-0331

The Salvation Army: Shaun Jones; shaun.jones@usw.salvationarmy.org ; (206) 217-1293

Department of Licensing (DoL): Sudhir Oberoi; SOberoi@dol.wa.gov

WA State Department of Financial Institutions (DFI): Gloria Papiez; director@dfi.wa.gov ; (360) 902-8707

WA State Governor’s Office on Indian Affairs (GOIA): Craig Bill; craig.bill@goia.wa.gov ; (360) 902-8826

Governor Commission on Hispanic Affairs: Lisa van der Lugt; lisa.vanderlugt@cha.wa.gov ; (360) 725-5660