



Transportation Services

Policy: We want to assure all staff and clients that Behavioral Health is a safe and respectful place to do healing work. Clients who use the outreach and case specialist services are expected to treat our staff in a courteous and respectful manner, just as they would expect to be treated with courtesy and respect by our staff. We ask that clients be mindful that our staff's time is often tightly scheduled and they have commitments to others who also need these services.



**Snohomish County Hopelink
Medicaid Transportation**
855-766-7433

*For Medicaid eligible clients,
Hopelink can offer an ORCA
Card as an option to get to
your medical appointments*

Community Transit-Everett
800-562-1375



Tulalip Tribes Family Services

2821 Mission Hill Road
Tulalip, WA 98271

Phone: 360-716-4400
Transportation: 360-716-4327
Fax: 360-716-0758



TDS-25570

**CASE
SPECIALIST
AND
OUTREACH
TRANSPORTATION**

**TULALIP TRIBES
FAMILY SERVICES**

Outreach Transportation

Provides transportation for:

- Chemical dependency in-patient treatment
- Family services/medical ordered UA's
- Upon completion of in-patient treatment, taken home or to alternate arranged housing
- Pharmacy/medication pickup
- Group session appointments
- One-on-one appointments

Please remember to call the transportation line (360-716-4327) before 4:00PM the day before your appointment. If you call to schedule as early as possible for transportation, it will aid us with ensuring you are placed on the calendar.

Cancellation of scheduled transportation services needs to be called in no less than 2 hours prior to your scheduled appointment and should be called into the Family Services Appointment Desk (360-716-4400).

Procedures

When scheduling appointments please refrain from scheduling appointments at 8:00AM or 3:30PM.

If you need a ride to group sessions or individual counseling appointments:

- Be sure to contact Outreach Transportation at 360-716-4327 by 4:00PM the DAY BEFORE your appointment, so we can schedule you to be picked up. You MUST leave a message in order to be placed on the list.
- If you miss your ride **THREE TIMES** and you **DID NOT** call to cancel the ride the morning of your appointment, you will be taken off the pick up list.
- If you are not going to be at your scheduled pick up site, then please call at least 2 hours before pick up time with the new pick up address.
- ALL CLIENTS will **refrain** from using discourteous behavior or language to staff or other clients. Our staff will ask a supervisor to speak to you for a 1st offense of abusive or discourteous behavior. If a 2nd offense is documented, transportation services will be suspended until an agreement is reached outlining acceptable behavior. Transportation services will be suspended for a minimum of one month for a 3rd offense.

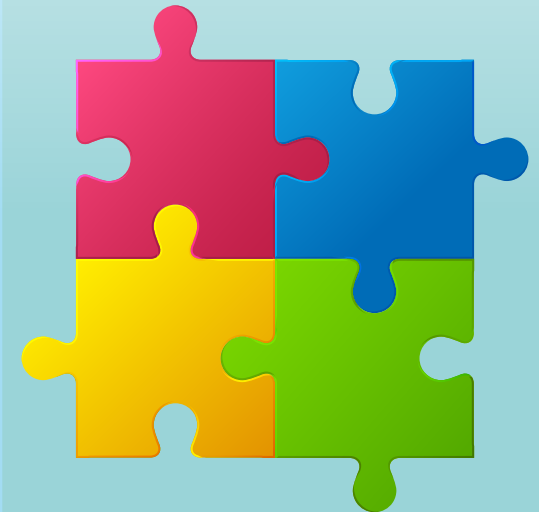
If you should have any questions regarding this policy, please contact Gina Skinner at 360-716-4323 or Kaylela Grayson at 360-716-4315.

Case Specialist

If you are a Tulalip Tribal member and you have appointments beyond one-on-one with a counselor and /or group sessions, you may qualify for services with a Case Specialist. Talk with your counselor and they will assist you with the intake form. They can provide services beyond what the Outreach Transportation staff can do.

Examples:

- Court appointments
- Medical appointments
- Connecting clients with additional or alternate services



**PUTTING THE PIECES TOGETHER
FOR STRONGER HEALING**