



STATE OF WASHINGTON  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
COMMUNITY SERVICES DIVISION  
Economic Services Administration  
Post Office Box 45440 Olympia WA 98504-5440

February 10, 2021

Dear Stakeholders and Community Partners,

In response to the state's budget shortfall, and as we previously shared, the Community Services Division reduced travel budgets, temporarily furloughed staff and closed the Long Beach Community Services Office in November 2020. CSD continues to plan reductions that are the least impactful to our customers and staff while still being fiscally responsible.

The lease for the Puyallup Valley Community Services Office is set to expire at the end of March 2021. CSD plans to close the doors to this building on February 26, 2021. DSHS officials in the CSD Region 3 have been communicating with officials in Pierce County and held meetings with the Puyallup Tribe and South Puget Intertribal Planning Agency, SPIPA, the first week of February to discuss the plan to close the Puyallup Valley CSO.

During the pandemic, CSD will continue to have virtual services available through our Customer Service Contact Center and online through [WashingtonConnection.org](https://www.washingtonconnection.org). These services have proven to be an effective customer choice for over a decade. Our current virtual model continues to be the safest way for CSD to conduct business and allows important precautionary measures to keep our clients and staff safe.

While the CSO will no longer serve the public from the current location, we are committed to the Puyallup area residents and intend to keep the services available in other ways. CSD data shows most clients accessing the CSO, live in areas outside of downtown Puyallup (where the CSO is located). Looking beyond the pandemic, we will further develop our partnerships and outreach efforts in strategic locations to serve those clients with barriers to transportation, housing or internet service.

Effective March 1, 2021, clients seeking the limited in-person services offered by appointment and who have a general delivery address to pick up an EBT card or support services will be directed to the next closest office. Clients may continue to call the Customer Service Contact Center at 877- 501-2233 to request an appointment for these services. The following are the nearest CSOs where clients will be directed for services by appointment:

- Pierce South CSO at 1301 E 72<sup>nd</sup> Street Tacoma, WA 98404
- Pierce North CSO at 1949 S State Street Tacoma, WA 98405
- Federal Way CSO at 616 S 348<sup>th</sup> Street Federal Way, WA 98003
- Lakewood CSO at 5712 Main Street, Suite 100 Lakewood, WA 98499

CSD's COVID-19 service delivery information is available on our [DSHS page](#). If you have any questions, please contact Eddie Rodriguez, Region 3 Regional Administrator, at [eddie.rodriguez@dshs.wa.gov](mailto:eddie.rodriguez@dshs.wa.gov) or 253-476-7044.

I appreciate your time and attention. Please share this announcement as you deem necessary.

Thank you.

Sincerely,

A handwritten signature in blue ink, appearing to read "Babs Roberts", with a stylized flourish extending to the right.

Babs Roberts, Director  
Community Services Division