



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

November 19, 2021

Dear Stakeholders and Community Partners,

As you have probably heard, the Department of Social and Health Services has opened its office buildings and lobbies to the public on Nov. 15, 2021. The Community Services Division has learned so much over the last 20 months while in our COVID-19 temporary service delivery model, in which we moved the majority of our staff to telework and maintained limited in-person services in our offices. We learned that we can provide effective and efficient services virtually via phone and online. We also know that some services are critical to restore to in-person availability to meet the needs of all of our customers.

I am writing today to ask for your support and collaboration to share important information with our mutual customers. The Community Services Offices have re-opened on Nov. 15. All financial and case management services will continue to be provided via our Customer Service Contact Center at 877-501-2233. Online services are also available at WashingtonConnection.org.

Starting Nov. 15, customers can access the following services from CSO lobbies:

- Information and referral provided by office Navigators from 8 a.m. to 5 p.m.
- Electronic Benefit Transfer cards, preauthorized bus passes and gas cards from 10 a.m. to 2 p.m.
- Consent and Interim Assistance Reimbursement Agreement forms for the ABD application process, when the individual has general delivery mail services or participates in the Address Confidentiality Program from 10 a.m. to 2 p.m.
- Preauthorized WorkFirst support service vouchers from 8 a.m. to 4:30 p.m.
- Verification such as a copy of photo ID, DSHS letters or receipt of public assistance, to apply for a reduced-price ID card with the Dept. of Licensing, from 8 a.m. to 5 p.m.
- Customers who do not have access to a phone may use the CSO lobby phones from 8 a.m. to 4 p.m. to connect directly to the Customer Service Contact Center.
- Customers who do not have access to a computer may use CSO lobby computers to access WashingtonConnection.org online services from 8 a.m. to 5 p.m.

In order to provide a safe environment for both customers and our staff, self-screening against COVID-19 symptoms, signing in, physical distancing, and masking will be required.

As you can imagine, our services delivery model will evolve and change as we continue to assess how to best meet the needs of our customers. We will ramp up our services as we are able, to serve customers with specialized access needs in person by appointment. As work progresses, we will be certain to share updates and keep you informed.

Please contact me if you have any questions.

Thank you for your continued support.



Sincerely,

Babs Roberts / Director / Community Services Division
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