Washington State Department of Social and Health Services

Community Services Division Programs Overview

November 6, 2019

Ivette Dones-Figueroa, Sarah Garcia, Lorraine Peterson, Nicholas Swiatkowski
Objectives:

- CSD Programs and Services
  - Cash
  - Basic Food
  - Child Care Subsidy Program
  - Medical
- Where, How and When to Access Services
  - Community Service Offices
  - Customer Service Contact Center
  - Mobile CSO
  - Washington Connection
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Cash Programs:

- Temporary Assistance for Needy Families (TANF)
- Diversion Cash Assistance (DCA)
- State Family Assistance (SFA)

WorkFirst Link: dhs.wa.gov/esa/community-services-offices/tanf-and-support-services
Division of Child Support Link: dhs.wa.gov/esa/division-child-support
TANF Time Limits:

• New homeless extension

WorkFirst Link: dhs.wa.gov/esa/community-services-offices/tanf-and-support-services
Division of Child Support Link: dhs.wa.gov/esa/division-child-support
Additional Requirements
Emergent Need (AREN)

• Up to $750 in emergency housing assistance for TANF eligible households

WorkFirst Link: dshs.wa.gov/esa/community-services-offices/tanf-and-support-services
Division of Child Support Link: dshs.wa.gov/esa/division-child-support
Cash Programs:

Aged, Blind or Disabled (ABD)

Links: [dshs.wa.gov/esa/community-services-offices/aged-blind-or-disabled-cash-assistance-program](https://dshs.wa.gov/esa/community-services-offices/aged-blind-or-disabled-cash-assistance-program)
[https://www.dshs.wa.gov/esa/community-services-offices/medicare-savings-program](https://www.dshs.wa.gov/esa/community-services-offices/medicare-savings-program)
Cash Programs:
Housing and Essential Needs

Link:  dshs.wa.gov/esa/community-services-offices/housing-and-essential-needs
Cash Programs:

Refugee Cash Assistance

Link:  [dshs.wa.gov/esa/community-services-offices/refugee-cash-assistance]
Cash Programs:

Ongoing Additional Requirements (OAR)

Link:  

dshs.wa.gov/esa/community-services-offices/refugee-cash-assistance
Medical Programs:

Medicare Savings and Classic Medicaid Programs

Links:  
dshs.wa.gov/esa/community-services-offices/aged-blind-or-disabled-cash-assistance-program  
https://www.dshs.wa.gov/esa/community-services-offices/medicare-savings-program
Medical Programs:

• Classic Medicaid
• Healthcare for Workers with Disabilities (HWD)

Link: [https://www.dshs.wa.gov/altsa/long-term-care-services-information](https://www.dshs.wa.gov/altsa/long-term-care-services-information)
Basic Food:

The Basic Food Program helps people buy groceries.

Link: dshs.wa.gov/esa/community-services-offices/basic-food
Basic Food:

Basic Food Program (additional benefits)

- Reduced rate/free telephone service*
- Reduced/free school lunch program*
- Reduced rate internet services*
- Basic Food Employment Training (BFET)
- Employment Pipeline

(*Provided by external agencies)
Basic Food Education & Training (BFET):

- Employability assessment
- Case management
- Basic and Vocation education
- Basic skills/ESL training
- Job search training
- Job search assistance
- Job retention

Link: dshs.wa.gov/bfet
Child Care Subsidy Program:
Contact Center 1-844-626-8687
Monday through Friday
8 a.m. – to 5 p.m.

- Department of Children, Youth, and Families sets the policy and determines eligibility for Working Connections Child Care and Seasonal Child Care
- Pays child care subsidies to eligible households
- Parent(s) must be working or participating in a DSHS-approved work activity
- Can help pay for child care centers, family child care homes, relative caregivers and adults who come to your home to provide care
How to Access Services

Community Services Offices (CSO):

• Office hours Monday through Friday, 8 a.m. – 5 p.m.
• Interview hours Monday through Friday, 8 a.m. – 3 p.m.
• Apply for benefits, submit documents or report changes
• Access the Child Care Subsidy Program services via phone or online
• WorkFirst/Social Services Case Management
How to Access Services

Customer Service Contact Center (CSCC):
1-877-501-2233

- Phone hours Monday through Friday, 8 a.m. – 5 p.m.
- Interview hours Monday through Friday, 8 a.m. – 3 p.m.
- Case Maintenance
- Customer Inquiry
- Language Support
- Access Working Connections Child Care services
How to Access Services

Washington Connection:

WashingtonConnection.org

- Available 24 hours a day/7 days a week
- Apply for Cash, Basic Food, Working Connections Child Care and select Medical Programs
- Report Changes and complete annual Eligibility Review
- Find other programs and services
- Access the Client Benefit Account
  - Monitor documents submitted
  - Access pre-filled Mid-certification Review
How to Access Services

Mobile CSO:

- Two mobile offices (East and West side)
- Case Maintenance
- Customer Inquiry
- Language Support
- Can be scheduled for local events such as job fairs and community partner events
- Schedule can be found online: dshs.wa.gov/esa/csd-mobile-office/mobile-community-services-office
Questions