

# Washington State Department of Social and Health Services Community Services Division Programs



## Community Services Division (CSD) Programs Overview

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## 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

| Cash Help   | Food Help  | Child Care   | Medical Help  |
|---|--|--|---|
| <ul style="list-style-type: none"><li>• Temporary Assistance for Needy Families</li><li>• Aged Blind Disabled</li><li>• Refugee Cash Assistance</li><li>• Ongoing Additional Requirements</li></ul> | <ul style="list-style-type: none"><li>• Basic Food</li><li>• Food for Legal Immigrants</li></ul> | <ul style="list-style-type: none"><li>• Working Connections Child Care</li><li>• Seasonal Child Care</li></ul> | <ul style="list-style-type: none"><li>• Aged, Blind and Disabled Medical Program</li><li>• Medicare Savings Program</li></ul> |

# Cash Programs:

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



WorkFirst Link:

[dshs.wa.gov/esa/community-services-offices/tanf-and-support-services](https://dshs.wa.gov/esa/community-services-offices/tanf-and-support-services)

Division of Child  
Support Link:

[dshs.wa.gov/esa/division-child-support](https://dshs.wa.gov/esa/division-child-support)

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# TANF Time Limits:

- New homeless extension



WorkFirst Link:

[dshs.wa.gov/esa/community-services-offices/tanf-and-support-services](https://dshs.wa.gov/esa/community-services-offices/tanf-and-support-services)

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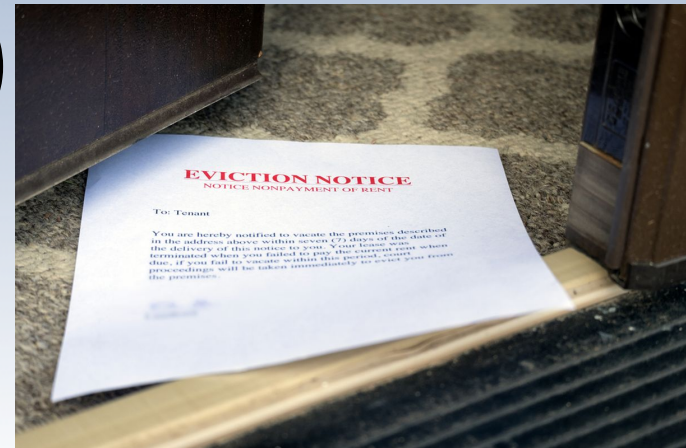


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# Additional Requirements Emergent Need (AREN)

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



WorkFirst Link:

[dshs.wa.gov/esa/community-services-offices/tanf-and-support-services](https://dshs.wa.gov/esa/community-services-offices/tanf-and-support-services)

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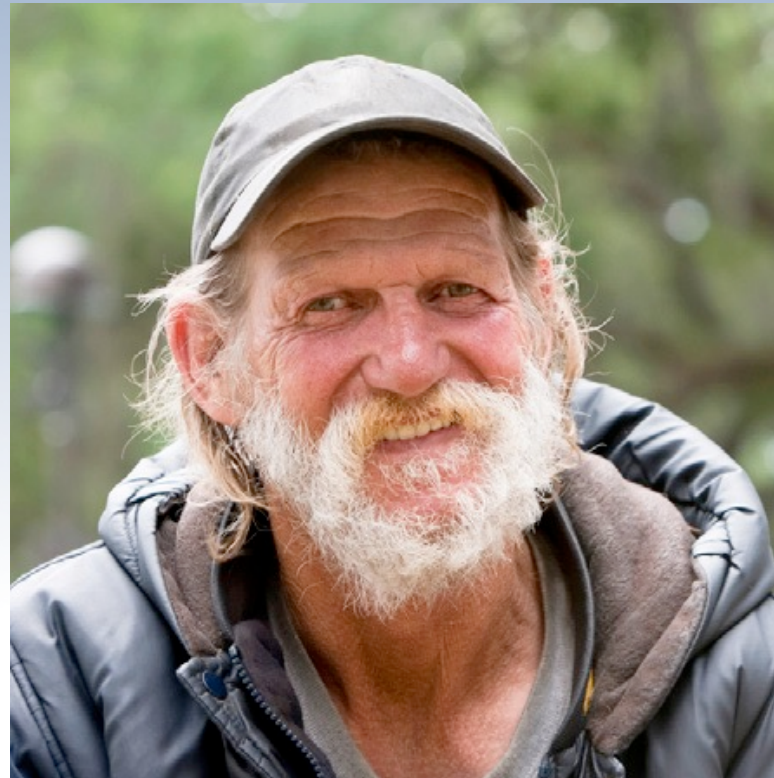
[dshs.wa.gov/esa/division-child-support](https://dshs.wa.gov/esa/division-child-support)



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# Cash Programs:

Aged, Blind or  
Disabled (ABD)



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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>

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# Cash Programs:

## Housing and Essential Needs



**Link:** [dshs.wa.gov/esa/community-services-offices/housing-and-essential-needs](https://dshs.wa.gov/esa/community-services-offices/housing-and-essential-needs)



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# Cash Programs:

## Refugee Cash Assistance



Link: [dshs.wa.gov/esa/community-services-offices/refugee-cash-assistance](https://dshs.wa.gov/esa/community-services-offices/refugee-cash-assistance)



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# Cash Programs:

## Ongoing Additional Requirements (OAR)



Link: [dshs.wa.gov/esa/community-services-offices/refugee-cash-assistance](https://dshs.wa.gov/esa/community-services-offices/refugee-cash-assistance)



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# Medical Programs:

## Medicare Savings and Classic Medicaid Programs





# Medical Programs:

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





## Basic Food:



The Basic Food Program helps people buy groceries.

Link: [dshs.wa.gov/esa/community-services-offices/basic-food](https://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)



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# 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](https://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



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# 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](http://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



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# 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](https://dshs.wa.gov/esa/csd-mobile-office/mobile-community-services-office)



# Questions