

Introduction

Who ESA Serves

The Economic Services Administration (ESA) helps low-income families, children, pregnant women, people with disabilities, older adults, refugees, immigrants and other people in need to achieve and maintain their highest level of self-sufficiency. ESA also serves children who need child support, paternity establishment, child care, medical coverage, and medical support services. Our services include: cash grants, food assistance, medical coverage, referrals for drug and alcohol treatment, child support, child care subsidies, repatriation assistance, domestic violence counseling referrals, and telephone subsidies.

ESA's Community Services Division (CSD) works with applicants and recipients to determine eligibility for cash, medical and food programs, and provide referrals to internal and external sources for additional help as necessary. ESA's Division of Child Support (DCS) provides paternity establishment, child support order establishment, and child and medical support enforcement services.

Where ESA Serves

CSD provides services through 42 Community Services Offices (CSOs), 8 Branch Offices, 4 Outstations, 2 mobile CSOs, and a single statewide call center. DCS consists of a headquarters office and nine field offices. A map of our six regions can be found in Appendix 2.

ESA Partnerships

ESA staff work closely with other DSHS Administrations, other state agencies, courts, Tribes, and community partners, including: Employment Security Department, Department of Commerce, State Board for Community and Technical Colleges, Workforce Development Councils, community action agencies, county prosecuting attorneys, county clerks, county commissioners, and non-profit agencies.

How to Access ESA Services

Local telephone books list the Community Services Offices (CSOs) and the Child Support Offices in the Government Section (look under State, Social and Health Services Department). A list of services and contact information is available at: www.dshs.wa.gov.

Community Services Division

- Most client-related services can be done by phone at 1-877-501-2233, or online at: <http://onlineapp.dshs.wa.gov>. These services include obtaining benefit status information, conducting an interview for food or cash benefits, renewing program benefits, reporting changes and accessing the Answer Phone system.
- Working Connections Child Care (WCCC) applications are done by phone at 1-877-501-2233, or online at: <http://onlineapp.dshs.wa.gov>. CSOs will refer WCCC applications received at the office (over the counter, by mail, etc.) to the unit processing these applications.
- If you want to do your business at a CSO, you can locate an office or get additional contact information at: www.onlinecso.dshs.wa.gov
- Constituent-related services are available by phone at 1-800-865-7801

Division of Child Support

- You can locate your local DCS office, get additional information, pay your child support, and apply for child support services at www.childsupportonline.wa.gov
- Most client-related services are available by phone at 1-800-442-5437
- Constituent-related services are available by phone at 1-800-457-6202