

FAQs about being a partner for *Washington Connection*

www.washingtonconnection.org



QUESTION 1: What does it mean to be a partner of *Washington Connection*?

- If you register as a partner of *Washington Connection*, you can periodically receive updated information (by email or Listserv) related to services or features that are supported by *Washington Connection*. The update information will be useful when supporting clients to find the services and benefits they need.
- You will have a direct local contact for your questions, and have the opportunity to attend local community meetings, network with other organizations and provide feedback. You may also receive technical assistance and marketing materials as needed.

QUESTION 2: Where can my organization find local support and learn more about *Washington Connection*?

- Check out the website and the online [tutorial](#).
- You may contact the local CSD Regional Community Access Consultant for your region. The contact information is available at: www.dshs.wa.gov/servicereform/communitypartner.shtml.

QUESTION 3: How can my organization become a partner for *Washington Connection*?

- Simply go to *Washington Connection* and complete the online registration by clicking [Register as a Community Partner](#) on the [Community partner resources](#) drop-down menu.
- If you have any questions, please contact your Community Access Consultant found at www.dshs.wa.gov/servicereform/communitypartner.shtml.
- If you partner with other state agencies, you may receive information about *Washington Connection* from those agencies.

QUESTION 4: What are some ways my organization can support *Washington Connection*?

- Display posters and printed marketing materials about *Washington Connection*.
- Provide applicants with access to a computer with a link to *Washington Connection*.
- Provide applicants with access to additional equipment, such as printer, fax machine, scanner or telephone to assist them in their application.
- Provide applicants with assistance in answering questions while navigating the website.
- Provide applicants with assistance in completing and submitting the online application.

QUESTION 5: How can my organization help the applicant complete and submit the online application through *Washington Connection*?

- Option 1: Submit the application on behalf of the applicant. This is done by clicking "Apply Now" on *Washington Connection* to complete and submit the online application. The applicant will need to complete an interview and should refer to the instructions located on the "Next Steps" page after submission. It is critical to protect the applicant's confidential information.
- Option 2: Register as a community partner to obtain a partner account for your agency. Once your agency's partner account is activated, you and your staff may help the client apply for benefits. This account will give you the ability to view and sort the applications that you helped complete.

QUESTION 6: What do I need to do before I can create a Partner Account?

- Simply go to *Washington Connection* and review the online [tutorials](#). Determine the level of assistance your agency can provide.
- Complete the online registration by clicking [Register as a Community Partner](#) on the [Community partner resources](#) navigational tab to left of the family picture.
- Track the progress of your [registration](#)
- The regional community access consultant will contact you about the following steps:
 - For an Assisting Agency, a Data Share Agreement is required. In order to complete the Data Share Agreement process, you will be required to provide supporting documents such as Contractor Intake Form, Notice of non disclosure Form, W9 IRS tax form and proof of current professional liability insurance.
 - A minimum of two Secure Access Washington (SAW) accounts will need to be created and activated for your agency. One for the director/primary contact/contract signor and additional SAW accounts for the supervisor/primary contact at each service delivery site registered.
 - Both assisting agencies and host organizations are required to implement a sustained infrastructure to support the partnership communication, User IDs and partner account.
 - Schedule an initial consultation and subject matter expert (SME) training for the director and supervisor/SME.
 - You will receive a confirmation when your partner account is created in *Washington Connection*.

QUESTION 7: How can my organization receive marketing materials?

- Marketing materials will be made available in all training sessions and community meetings.
- The electronic printable marketing materials are available on the *Washington Connection* website and at www.dshs.wa.gov/servicereform/communitypartner.shtml.
- If you have questions about marketing materials, please submit your questions by contacting the regional community access consultant listed for your county found at www.dshs.wa.gov/servicereform/communitypartner.shtml.

QUESTION 8: What is the LISTSERV and why should I sign up for it?

- A LISTSERV is an email group that provides subscribed users a way to receive important information about various topics, systems and agencies. Washington state has more than 400 different LISTSERV items to which users can subscribe.
- The *Washington Connection* LISTSERV provides information regarding:
 - Changes to the system during quarterly updates.
 - System outages.
 - Issues with the site and how they are being resolved.
- Click [here](#) to sign up for the LISTSERV.