



## FAQs about Being a Partner for *Washington Connection*

[www.washingtonconnection.org](http://www.washingtonconnection.org)

### Q1: 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* benefit portal. 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.

### Q2: Where can my organization find local support and learn more about *Washington Connection* benefit portal?

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

Region	Covered Areas	Community Access Consultant	Contact Information	Phone
1	Eastern Washington	Francesca Naccarato	<a href="mailto:Francesca.Naccarato@dshs.wa.gov">Francesca.Naccarato@dshs.wa.gov</a>	Ph: 509-249-6477
2	Island, King, San Juan, Skagit, Snohomish, and Whatcom Counties	Anh Ong	<a href="mailto:Anh.Ong@dshs.wa.gov">Anh.Ong@dshs.wa.gov</a>	Ph: 425-412-2799
3	Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce Skamania, Thurston, and Wahkiakum	Jarret McGill	<a href="mailto:Jarret.McGill@dshs.wa.gov">Jarret.McGill@dshs.wa.gov</a>	Ph: 253-476-7037

### Q3: How can my organization become a partner for *Washington Connection* benefit portal?

- 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 listed above.
- If you partner with other state agencies, you may receive information about *Washington Connection* benefit portal from those agencies.

### Q4: What are some ways my organization can support *Washington Connection* benefit portal?

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

### Q5: How can my organization help the applicant complete and submit the online application through *Washington Connection* benefit portal?

- Option 1: Submit the application on behalf of the applicant. This is done by clicking the “Apply Now” functionality on *Washington Connection* benefit portal 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. See the next question about how to create a Partner Account.

**Q6: What do I need to do before I can create a Partner Account?**

- Simply go to *Washington Connection* and review the online [Tutorials](#). Select 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 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.
  - A minimum of two SecureAccess 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* benefit portal.

**Q7: 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* benefit portal website.
- If you have questions about marketing materials, please submit your questions by contacting the Regional Consultant listed for your county.

**Q8: What is the LISTSERV and why should I sign up for it?**

- A LISTSERV is a way to receive important information about various topics, systems, and agencies. Washington State has over 400 different LISTSERV items that can be signed up for.
- The Washington Connection LISTSERV can be used to:
  - Receive information regarding changes to the system during quarterly updates.
  - Receive information about system outages.
  - Receive information about issues with the site and the resolution.
- Click [here](#) to sign up for the LISTSERV.
- Need help signing up for the LISTSERV? Click [here](#) for a step-by-step.