



STATE OF WASHINGTON  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
COMMUNITY SERVICES DIVISION  
Economic Services Administration  
Post Office Box 45440 Olympia WA 98504-5440

February 22, 2022

Dear Stakeholders and Community Partners,

I'm writing to update you about changes to our service delivery that are coming soon. When we shared the Community Services Division's plans to reopen our offices beginning on Nov. 15, 2021, we retained a heavy focus on virtual options for most, and limited, scheduled in-person services in the Community Services Offices for people with barriers to effectively engage in virtual options. This reopening plan was integrated into CSD's planned long-term Future Service Delivery model, which built on the successes of our pandemic response and our shift to nearly full virtual services.

Since that time, we have heard clearly from many of you and agree that some elements of our plans will not sufficiently meet the needs of all the people we serve, particularly those experiencing the deepest impacts of poverty and homelessness. Thus, we are making changes.

With the strong backing of DSHS Secretary Jilma Meneses, we've revised our FSD plan to ensure it retains all the virtual services that staff have provided so well during the pandemic response and also returns in-person, on-demand, walk-in services that were provided by CSO staff before the pandemic. **While planning is still happening, we're working to ensure all offices return to full in-person services as soon as possible – nearly all offices will open their doors to full in-person services as early as next week.**

Our staff are working quickly and diligently to implement the needed changes to our operations, policies and procedures while simultaneously preparing our facilities for safety and more capacity. We know that it takes time and care to rebuild staffing levels for in-person services and reorganize our facilities to support staff and client safety, and there will be an adjustment period as staff transition their work back into CSOs. We also anticipate that due to distancing requirements, there may be limited waiting space and possibly long wait times in our lobbies. This moment (like so many before) will require flexibility and patience. We are looking forward to welcoming those who need in-person services to our CSOs and ask for everyone's patience and good nature as we work through the challenges that we know will arise. Stay tuned as we will provide a definitive date for reopening as soon as we have one.

We will continue to follow Washington's Roadmap to Recovery, the Centers for Disease Control and Prevention and Department of Health guidelines to ensure everyone's health and safety. In order to provide a safe environment in CSOs, self-screening against COVID symptoms, signing in, social distancing and wearing masks is still required of everyone.

Return to Full In-Person Services

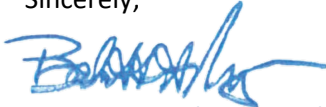
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This change is a direct result of your engagement, trust and feedback. We thank you for continuing to collaborate and partner with us as we strive to serve our communities. We'll continue to rely on your valuable perspectives and feedback as we move forward with our plans to return to full, in-person services.

Once we have stabilized our staffing levels and are able to manage service metrics for both our CSO (full in-person services) and Customer Service Contact Center, our next step will be to evaluate outstation services, including returning outstation staff to your offices. Thanks for all you do.

Sincerely,



Babs Roberts / Director / Community Services Division

Economic Services Administration

Department of Social and Health Services

*She/her/hers*

*Transforming Lives*