Navigating DSHS

How can we help?

A guide to programs and services offered by the Washington State Department of Social and Health Services

- Aging and Long-Term Support Administration
- Behavioral Health & Service Integration Administration
- Children's Administration
- Developmental Disabilities Administration
- Economic Services Administration
- Financial Services Administration
- Juvenile Justice and Rehabilitation Administration
- Services and Enterprise Support Administration

Washington State
Department of Social
& Health Services

Transforming lives

DSHS VISION

People are healthy,
People are safe,
People are supported,
Taxpayer resources are guarded

DSHS MISSION

To transform lives

DSHS VALUES

Honesty and Integrity – leadership and service require a clear moral compass.

Pursuit of Excellence – it is not enough to get the job done, we must always challenge ourselves to do it better.

Open Communication – excellence requires teamwork and a strong team is seen, heard and feels free to contribute.

Diversity and Inclusion – only by including all perspectives are we at our best and only through cultural competency can we optimally serve our clients.

Commitment to Service – our challenges will always exceed our financial resources, our commitment to service must see us through.

Introduction

The Department of Social and Health Services is a lifeline providing the basics of daily living to our fellow Washington residents, who need a helping hand. DSHS and its partners provide protection, comfort, food assistance, cash assistance and a host of other services.

A sampling of DSHS services on the next page of this guide offers a glimpse of how we meet the multiple needs of those who seek our help.

DSHS would never be able to do this massive job without the outstanding assistance of our dedicated staff, foster parents, family members, community partners, faith-based organizations, private providers, tribes and other state and local government agencies.

This guide provides vital information about available programs and offers tips on how to navigate DSHS and apply for services.

Transforming
Lives

DSHS is the state's social service agency for children, families and adults in need. We, in the:

Aging and Long-Term Support Administration (ALTSA)

- Investigate alleged abuse, neglect or exploitation of vulnerable adults.
- License and monitor nursing homes, assisted living facilities and adult family homes.
- Provide in-home services for people who are low-income and elderly, so they can continue to live comfortably and safely in their own homes.
- Provide client services and resources on behalf of people who are deaf, hard of hearing and deaf-blind so they have equal access opportunities.

Behavioral Health and Service Integration Administration (BHSIA)

- Provide prevention, intervention, treatment and recovery support services for substance use, mental health, and gambing disorders.

Children's Administration (CA)

- Investigate suspected child abuse and neglect.
- Provide services to families that increase their parental capacity to safely care for their children in their own home and prevent placement elsewhere.
- Provide safe, quality care for children, who are unable to safely live with their families through placement with licensed foster parents and relative caregivers.
- Make sure each child placed away from his or her family has a plan for safe, timely permanent care either by returning home, being adopted or living with guardians.
- Provide crisis intervention services to families in conflict with their teenagers.

Developmental Disabilities Adminstration (DDA)

- Provide support so people with developmental disabilities can live at home by providing respite, family support and personal care.
- Provide residential support for people with developmental disabilities, when needed.
- Provide employment supports in individual community jobs.

Economic Services Administration (ESA)

- Help low-income people meet basic needs and move on a pathway toward economic self-sufficiency through cash grants, food and medical assistance, welfare-to-work employment services and subsidized child care.
- Ensure parents provide financial and medical support to their children through child support enforcement.

Juvenile Justice and Rehabilitation Administration (JJRA)

- House and treat juvenile offenders in secure facilities and provide supervision following their release.
- Help individuals with disabilities find jobs.
- Provide mental health treatment, in secure facilities, for civilly-committed sex offenders.

Services and Enterprise Support Administration (SESA)

- Prevent and detect fraud and abuse.
- Provide research and strategic planning.
- Engage with Indian tribes and organizations, state and local governments and legislators.
- Promote diversity and inclusion.
- Engage employees and the public.

Frequently Asked Questions

Cash, Child Care, Food and Medical

There are a number of assistance programs available to help low-income individuals, families, pregnant women or people with disabilities meet their day-to-day financial needs. To find out online if you are eligible for one or more of the DSHS assistance programs or to apply, go to **www.washingtonconnection.org**.

How can I get child support for my children?

The Division of Child Support (DCS) administers state and federal laws and helps families by establishing paternity, establishing and enforcing child support and medical support obligations, collecting and processing child support payments, and reviewing and modifying child support obligations. Families who receive cash or medical assistance automatically receive DCS services. An online support quick estimator and more information about DCS services can be found at www.childsupportonline.wa.gov or by calling 1-800-442-KIDS (5437).

How can I get money to pay my bills?

Temporary Assistance for Needy Families (TANF)
Temporary Assistance for Needy Families (TANF) provides cash and medical help for families in need. Washington state residents who are responsible for the care of children or who are pregnant may be eligible. Many TANF families are required to enroll in the WorkFirst program that helps them find and keep jobs. To apply, visit the local Community Services Office or apply online at www.washingtonconnection.org.

Aged, Blind, or Disabled (ABD) cash assistance
Washington's Aged, Blind or Disabled (ABD) program provides cash grants to low-income adults who are 65 or older, blind or likely to meet Supplemental Security Income disability criteria. Apply for ABD at the local Community Services Office or online at www.washingtonconnection.org.

Pregnant Women Assistance (PWA)
Pregnant Women Assistance (PWA) provides cash grants to low-income pregnant women who do not qualify for Temporary Assistance for Needy Families (TANF). Pregnant women who are Washington residents and meet income, resource and citizenship requirements may be eligible. Apply for PWA at the local Community Services Office or online at www.washingtonconnection.org.

Refugee Cash Assistance (RCA)
Refugee Cash Assistance provides cash grants to newly arrived refugees and legal immigrants who are single or childless couples and have settled in Washington. Recipients can receive cash assistance for a maximum of eight months after entry into the United States. Apply for RCA at the local Community Services Office or online at www.washingtonconnection.org.

DSHS Emergency Programs
DSHS can provide prompt emergency help to any of the following situations: eviction, no food, homelessness, pregnancy medical issues, utility shut off, domestic violence, medical emergency, non-receipt of benefits, daycare needed due to work or circumstances that present harm to the client or others. Apply for emergency assistance at the local Community Services Office or apply online at www.washingtonconnection.org.

Frequently Asked Questions

How can I apply for help with child care bills?

Child care subsidy programs help working families pay for child care at licensed or certified child care centers, family child care homes, the homes of approved relatives who provide care, or your own home by an approved adult. To apply for assistance with child care call 1-877-501-2233 (You can call from the local Community Services Office for free if you do not have access to a phone.) or apply online at www.washingtonconnection.org.

Need help finding child care?

Find the local Child Care Resource and Referral Agency in your area by calling 1-800-446-1114, or visiting the Washington State Child Care Resource & Referral Network at www.childcarenet.org/.

How can I get help to buy food?

Washington Basic Food (also known as Food Stamps) helps low-income individuals and families eat a healthier diet by supplementing their income with benefits to buy more groceries. Washington residents who meet income, resource, citizenship or immigrant status requirements are eligible. Apply for food assistance at the local Community Services Office or online at www.washingtonconnection.org.

How can I get help with my medical needs?

DSHS provides medical assistance to aged, blind or disabled individuals. Apply for assistance with medical expenses at the local Community Services Office or online at www.washingtonconnection.org.

How can I get treatment for addiction?

Programs to help low-income people get treatment for substance use and gambling disorders are administered by counties and tribal governments. For referral to services in your county or for 24-hour help during a crisis, contact the Washington Recovery Help Line (WRHL) at 1-866-789-1511 or www.warecoveryhelpline.org. You can also find your a directory of community treatment programs at www.dshs.wa.gov/bhsia/substance-use-treatment-services.

To apply for health insurance or Apple Health (Medicaid) to pay for treatment, visit www.healthplanfinder.org.

Where can I get information about preventing underage alcohol and other drug use?

DSHS supports the Washington Healthy Youth Coalition. Parents and caregivers will find proven prevention strategies at www.StartTalkingNow.org.

How can I get mental health services in my community?

DSHS and the Healthcare Authority (HCA), through its Apple Health Program, provide necessary mental health services for Medicaid-eligible children or adults. You can apply for Medicaid at www.healthplanfinder.org.

DSHS funds the following services for people with serious mental illness:

- Outpatient care and recovery support through the Regional Support Network in your area.
- Crisis and emergency care: Call a crisis line near you or call 911 if you have a life-threatening emergency.
- Inpatient care in a community hospital or treatment facility for those who are gravely disabled, or likely to harm themselves or others.
- Court ordered inpatient care in a state hospital.

Other types of mental health services include:

- HCA's Apple Health program for outpatient services to people with less serious mental illness. Contact your enrolled Apple Health plan to learn about their services.
- Limited services for any Washington resident with a mental health need, regardless of financial eligibility.

To find a treatment agency in your area, or for 24-hour help in a crisis, contact the Washington Recovery Help Line at 1-866-789-1511 or www.warecoveryhelpline.org.

Domestic Violence

How can I report domestic violence?

If an individual is at imminent risk, call 911.

How can I find services for victims of domestic violence?

Call the Washington State Domestic Violence Hotline at 1-800-562-6025. The hotline is accessible to the deaf and non-English speaking individuals. To find help or locate a community program, contact Washington State Coalition Against Domestic Violence: www.wscadv.org.

Employment

How can I get a job with DSHS?

Employment opportunities with DSHS can be found on www.dshs.wa.gov/sesa/human-resources-division.

I am an individual with disabilities and want to work. How can I get assistance?

The Division of Vocational Rehabilitation (DVR) provides employment-related services to people with disabilities who want to work but need assistance. A DVR counselor works with each individual to develop a customized plan of services designed to help them achieve job goals. More information is available by calling 1-800-637-5627 or visiting www.dshs.wa.gov/jjra/division-vocational-rehabilitation.

What employment programs are available for people with developmental disabilities?

DDA provides long-term assistance in job development training and on-going supports for individuals who qualify for DDA services. Contact your regional DDA office for more information.

Children's Issues

How can I report suspected child abuse or neglect?

If a child is at imminent risk of injury, call 911. Otherwise, call DSHS Toll-Free at 1-866-ENDHARM (1-866-363-4276). A worker will speak with you and get information about your concerns. This service operates 24 hours a day, seven days a week.

How do I get assistance for my child who has a developmental disability?

The Developmental Disabilities Administration (DDA) helps with services for children who have a developmental disability. Contact the local DDA office and ask to apply for services. To find the DDA office in your area, call 360-725-3413 or visit www.dshs.wa.gov/DDA/dda/find-an-office. For information on the development needs for children birth to three, contact the Early Support of Infants and Toddlers at the Department of Early Learning at 360-725-3500 or visit www.del.wa.gov/development/esit/Default.aspx.

How can I become a licensed foster parent?

People interested in foster parenting can call the Statewide Foster Parent Information Center at 1-888-KIDS-414 (1-888-543-7414).

How do I adopt a child?

To adopt a child from foster care families or individuals should enroll in pre-service training. Find more information online at www.dshs.wa.gov/ca/adoption-and-adoption-support/adoption. You may also call your local Children's Administration office. The purpose of the adoption program is to find permanent homes for children in the care and custody of DSHS and unable to reunite with their birth families. DSHS strives to find safe and stable families that best meet a child's needs. Ongoing financial and medical support may be available for people adopting a foster child with special needs. The adopted child must qualify under federal and state rules.

Can I get help with my out-of-control teenager?

Family Reconciliation Services are available to families experiencing conflict with youth ages 13-17. Services to resolve crisis situations and stabilize families are available through your local Children's Administration office. Find more information on adolescent services or locate an office online at www.dshs.wa.gov/ca/adolescents.

What happens to juvenile offenders committed to state facilities?

Youth who are committed to the state's custody are held in Juvenile Justice and Rehabilitation Administration (JJRA) facilities. One of JJRA's priorities is helping young offenders develop, mature, and become confident, competent and responsible adults. They achieve this through professional care that includes secure institutions, a military style basic-training camp, minimum security community-based residential facilities and family-focused parole aftercare.

Adults Who Are Aged or Disabled

How can I report abuse of an elderly person or adult with disabilities?

If an adult is in imminent risk of injury, call 911. Otherwise, call toll-free 1-866-ENDHARM (1-866-363-4276). You do not have to give your name. Suspecting that abuse, neglect or financial exploitation is occurring, is enought to make a call for help. Referrals will be made for follow-up and investigation or to law enforcement, as needed. How the law defines a "vulnerable adult:" www.dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention.

How can I get services for my grandmother who is not able to take care of all her personal needs, such as cooking and cleaning, are there services available to assist her?

Many services, programs and resources are available to help an adult continue to live at home. Information is available online at www.dshs.wa.gov/altsa/residential-care-services/long-term-care-residential-options. In-home costs of these services can be paid either privately out-of-pocket or through private health insurance, Medicare or Medicaid.

Where do I look for services available for the elderly or persons with disabilities in my county?

Go to www.dshs.wa.gov/ALTSA/resources. Select your county. You'll find contact information for your local Area Agency on Aging and other local organizations. You can also visit www.dshs.wa.gov/jjra/division-vocational-rehabilitation/services-individuals-disabilities for information about employment services for individuals with disabilities.

How can I help my brother with disabilities to get into a licensed nursing care facility?

Visit www.dshs.wa.gov/altsa/residential-care-services/long-term-care-residential-options for information on choosing one of the different types of homes or facilities where a person can live and get care services. If the person will use Medicaid, the nursing home, assisted living facility or adult family home must be licensed by DSHS and must accept Medicaid payments.

Where do I look for services when I can no longer provide care at home for my adult son/daughter with developmental disabilities?

Contact your local DDA office and ask for an assessment of your loved ones needs.

Welfare Fraud & Public Records

How do I report welfare fraud?

If you suspect or have knowledge of welfare fraud, report it by using one of these methods:

- Call the welfare fraud hotline at 1-800-562-6906.
- Use the online complaint form at www.dshs.wa.gov/sesa/office-fraud-and-accountability.
- Mail a written complaint to Welfare Fraud Hotline, PO Box 45817, Olympia, WA 98504-5817.
- Fax a complaint to 360-664-0032.

How do I do I find information about DSHS Public Records?

Go to the DSHS Public Records page at www.dshs.wa.gov/sesa/office-policy-and-external-relations/public-records.

People Who Are Deaf, Hard of Hearing or Deaf-Blind

How can I make a telephone call as I am not able to hear on the phone?

You can make a telecommunication relay call on your own, free of charge, using specialized telecommunication equipment.

For more information on relay services visit www.dshs.wa.gov/altsa/odhh/telecommunication-relay-services.

What if I do not have specialized telecommunication equipment such as CapTel, an amplified telephone or a TTY to contact DSHS?

You can apply for a specialized telecommunication device.

- To apply for the specialized telecommunication equipment online visit www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution
- For more information about the Telecommunication Equipment Distribution Program visit www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution

For more information, call the Office of the Deaf and Hard of Hearing at 800-422-7390 or 360-339-7382 videophone or email to odhh@dshs.wa.gov.

Regional Service Centers can be found at www.dshs.wa.gov/altsa/odhh/regional-service-centers.

The local organization will not accommodate or meet my communication needs, what can I do?

You can contact the Regional Service Center of the Deaf and Hard of Hearing to request case management services. There are seven regional offices throughout the state. The case manager will work with you and the local organization to make sure services are accessible in accordance to disability laws and that you are able to communicate successfully. Regional Service Centers can be found at www.dshs.wa.gov/altsa/odhh/regional-service-centers.

I have a DSHS meeting. How do I request an interpreter, assistive listening system, or real-time captioning?

Make a request in advance at least one to two weeks in advance of the meeting. The sooner the more likely accommodations can be provided to meet your communication needs. To contact a DSHS representative securing accommodations, call 360-902-8000.

Things to Remember...

When calling your local DSHS office, it is helpful to have the following client information:

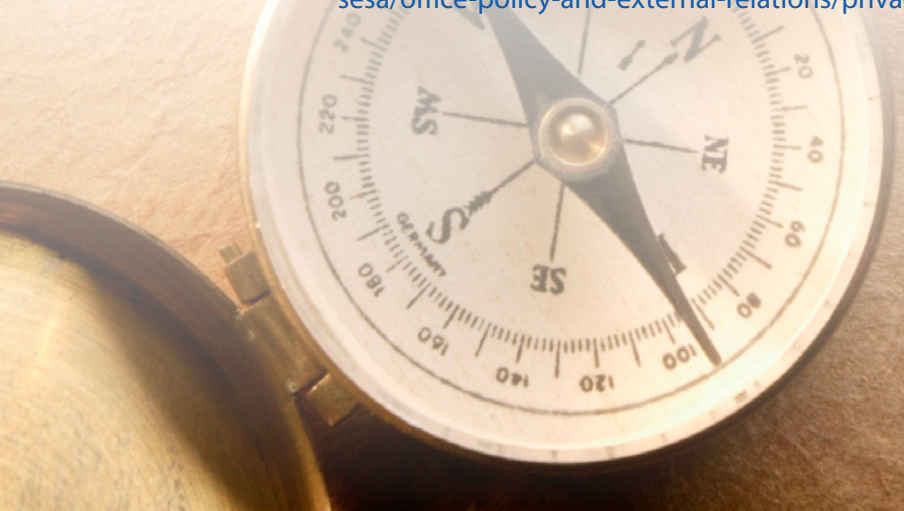
- Name
- Date of birth
- Client identification number

Of course, if you're not a current client, an identification number will be assigned to you when you are approved for services.

DSHS Client information is confidential and is shared only with permission of the client or as authorized by law.

If a DSHS client wants or needs to share information from his or her DSHS case files, an Authorization to Disclose Records form is online at www.dshs.wa.gov/sites/default/files/FSA/forms/pdf/17-063.pdf.

For information on the Department's compliance with HIPPA rules, please see the HIPAA Notice. For more information about privacy please visit www.dshs.wa.gov/sesa/office-policy-and-external-relations/privacy.



DSHS at a Glance

Aging and Long-Term Support Administration (ALTSA)

- Home and Community Services – Assistance with in-home care, residential care and Adult Protective Services.
- Residential Care Services – Licensing, certification and oversight of long-term care facilities, such as adult family and nursing homes, assisted living facilities, Intermediate Care Facilities for Persons with Intellectual Disabilities and Certified Community Residential Services and Support.
- ODHH is the link to accessibility to address the social, emotional, and communication aspects of a variety of hearing levels.

Behavioral Health and Service Integration Administration (BHSIA)

- State Hospitals – Provide inpatient psychiatric services for adults and children in three hospitals across the state.
- Alcohol and Substance Abuse – Provide funding to counties and residential programs for chemical dependency treatment for low- income people. Certification and oversight of chemical dependency outpatient and residential programs statewide.
- Mental health services, supports and treatment in the community that promote prevention, stabilization and recovery for children and adults with serious mental illnesses.
- Licensing and certifying treatment agencies - For outpatient and residential programs statewide.
- Service integration - Responsible for integrating and improving health and social services for Medicaid clients, including medical, mental health, substance use, and long term services.

Children's Administration (CA)

- Child Safety and Protection – Child Protective Services (CPS), Child and Family Welfare Services, Family Voluntary Services, Domestic Violence Services and Indian Child Welfare Services.
- Out-of-Home Care – Placement with relatives and licensed foster parents.
- Permanent Families – Family Reunification, Guardianship Support and Adoption Support.
- Family Support – Family Reconciliation Services.

Developmental Disabilities Administration (DDA)

- Community Services – Individual and Family Support, Employment and Day Programs, and Supported Living Services.
- Residential Habilitation Centers.

Economic Services Administration (ESA)

- Help for Needy Families and Individuals – Cash assistance, Basic Food, WorkFirst employment and training services, child care assistance and medical assistance.
- Child Support – Establishment and enforcement of child support and medical support obligations and paternity establishment services.
- Refugee and Immigrant Assistance – Employment and English as a Second Language (ESL) services for refugees and legal immigrants with limited English proficiencies, naturalization services and refugee resettlement assistance.

Juvenile Justice and Rehabilitation Administration (JJRA)

- Residential Care – Community Programs, Institutions and Treatment.
- After Care – Parole and structured transition services.
- Office of Juvenile Justice.
- Vocational Rehabilitation.
- Special Commitment Center (For sexually violent predators).

Services and Enterprise Support Administration (SESA)

- Human Resources Division.
- Information Systems Services Division.
- Office of Communications.
- Office of Continuous Improvement.
- Office of Diversity and Inclusion.
- Office of Fraud and Accountability.
- Office of Indian Policy.
- Office of Policy and External Relations.
- Research and Data Analysis.
- Strategic Planning.

Department of Social and Health Services (DSHS)

Quick Guide

DSHS Website: www.dshs.wa.gov

Please call the units below for questions:

Constituent Services

For general information about department programs and referral to appropriate agency contacts for complaint resolution:

Public toll-free line ..... (800) 737-0617
Email ..... AskDSHS@dshs.wa.gov

Community Service Division – Customer Relations

For questions regarding cash, food, child care or medical assistance programs, WorkFirst or services provided by local Community Services or CSD customer service call centers:

Public toll-free line ..... (800) 865-7801
Phone ..... (360) 725-4763
Email ..... csdcru@dshs.wa.gov

Children's Administration – Constituent Relations

For review of concerns regarding agency actions in Child Protective Services, foster care and adoption cases. Please have the child's name and the parents' name whenever possible:

Public toll-free line ..... (800) 723-4831
Email ..... constrelations@dshs.wa.gov

Division of Child Support – Community Relations Unit

For questions regarding child support issues: Please have the constituent's DCS case number or social security number, names of both parents whenever possible and a signed and completed Authorization to Disclose Information.

Public toll-free line ..... (800) 457-6202
Email ..... dcs-cru@dshs.wa.gov

Division of Vocational Rehabilitation – Customer Relations

For questions regarding employment, retraining, or rehabilitation services for individuals with disabilities provided by local Division of Vocational Rehabilitation offices:

Public toll-free line ..... (800) 637-5627
Email ..... dvrcsr@dshs.wa.gov

EndHarm

Call this toll-free number if you suspect that a child or vulnerable adult is being abused or neglected. The operator will connect you with the right DSHS office to make your report.

Public toll-free line ..... (866) 363-4276 (866) EndHarm

Report Fraud

- Online: Office of Fraud and Accountability (OFA) • https://fortress.wa.gov/dshs/dshsroot/fraud/index.asp
- Mail: DSHS Welfare Fraud • P.O. Box 45817 • Olympia, Washington 98504-5817
- Phone: 1-800-562-6906 - Welfare Fraud Hotline
- FAX: 1-360-664-0032, Attention: HOTLINE

Office of Diversity and Inclusion

Online ..... www.dshs.wa.gov/sesa/office-diversity-and-inclusion
Phone ..... (360) 902-7999

Office of Deaf and Hard of Hearing (ODHH)

For questions about people who are deaf, hard of hearing or deaf-blind, interpreter services, assistive listening systems, specialized telephone equipment or other services:

Public toll-free line ..... (800) 422-7930 (Voice or TTY)
Public videophone line ..... (360) 339-7382 (Videophone)
Email ..... odhh@dshs.wa.gov
Online ..... www.dshs.wa.gov/altsa/office-deaf-and-hard-hearing

Health Care Authority (HCA)

DSHS partners with the HCA for medical program benefits and delivery. For questions about Medicaid coverage, Healthy Options, and Medical Assistance Customer Service Center:

Public toll-free line ..... (800) 562-3022
Online ..... www.hca.wa.gov/askmedicaid@hca.wa.gov

Navigating DSHS is online at:

www.dshs.wa.gov/sites/default/files/SESA/publications/documents/22-1199.pdf

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