

COVID-19 Important Information

The **Department of Social and Health Services** is helping to prevent and manage COVID-19. We care very much about the health and safety of our customers. We are following Governor Inslee's *Stay Home, Stay Healthy* order and recovery plan.

We have free language services. These services include interpreters and translations, and written information in other formats. If you need help to access our services, please call DSHS at **800-737-0617** and choose option 4. You can also call **711** for the Washington Relay Service.

How has COVID-19 affected DSHS' programs and services?

Aging and Long-Term Support

COVID-19 can be very harmful to residents of long-term care facilities. As of May 12, nursing homes, assisted living facilities and adult family homes do not allow visitors. These rules may change during the pandemic.

You can view visitor rules for care facilities by visiting the [FamHelp](#) web page. This web page also lists care facilities with reported COVID-19 cases. If you have questions about long-term care facilities, please call 888-856-5691. Our hours are between 6 a.m. and 10 p.m.

The Office of the Deaf and Hard of Hearing serves clients who are deaf, deafblind or hard of hearing. They also work with service providers. If you have a client with hearing loss that needs communication support, please contact the office.

- Email: ODHHCOVID-19@dshs.wa.gov
- Phone: 360-338-6042
- For TTY/TDD: 360-725-3455
- If voice callers do not have access to TTY/TDD, please dial 711
- [ODHH website](#)

Behavioral Health Administration

The Behavioral Health Administration serves adults and children at three state psychiatric hospitals, the Special Commitment Center and the Office of Forensic Mental Health Services.

We have stopped visits in these locations to prevent the spread of COVID-19. We have video remote services for clients when appropriate. To ask about the visitor policy or for other questions, please call:

- Western State Hospital – **253-582-8900**
- Eastern State Hospital – **509-565-4000**
- Child Study and Treatment Center – **800-283-8639**
- Office of Forensic Mental Health Services

- Maple Lane – **360-664-4641**
- Yakima – **253-582-8900**
- Fort Steilacoom – **253-984-5651**
- Special Commitment Center – **253-588-5281, ext. 0095**

Division of Vocational Rehabilitation

We have closed the Division of Vocational Rehabilitation lobbies temporarily.

- Counselors will provide services and support by phone.
- Phone number for service updates: **800-637-5627**

Developmental Disabilities Administration

Office lobbies are closed for now. Fircrest School, Lakeland Village, Rainier School and Yakima Valley School are not allowing visitors at this time. Please call the numbers below if you have questions.

- We may deliver services remotely with prior approval from the DDA case manager.
- Assessments can be done remotely and the timeline to complete assessments can be extended on a case-by-case basis.
- For services in Island, King, San Juan, Skagit, Snohomish and Whatcom counties, call: 800-314-3296.
- For services in Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Skamania, Thurston or Wahkiakum counties, call: 800-248-0949
- For services in all other state counties, call 800-462-0624

Economic Services Administration

CHILD SUPPORT: Division of Child Support lobbies are closed for now. To get case information or make a payment, call **800-442-KIDS (5437)**. Employers who need to report layoffs or closures can call **800-562-0479**.

COMMUNITY SERVICES OFFICES: Limited services are available **by appointment only**. **You may:**

- Pick up an EBT card if you have general delivery mail services or are an expedited food recipient.
- Pick up emergency support services.
- Drop off paperwork.

CUSTOMER SERVICE CONTACT CENTER: Access services by calling **877-501-2233**. You can:

- Apply for benefits.
- Get case information or report changes.
- Complete an eligibility or mid-certification review.
- Request a new EBT card.
- Reach a WorkFirst case or social worker.

WASHINGTON CONNECTION: People may access online services in English and Spanish. Go to WashingtonConnection.org to apply for benefits, complete reviews, report changes and find other local services.

AGED, BLIND OR DISABLED/HOUSING AND ESSENTIAL NEEDS REFERRAL PROGRAMS: We have postponed ABD disability reviews for now. We have also changed HEN referral rules and halted some required monitoring. Please call **877-501-2233** for more information about HEN and ABD cases.

BASIC FOOD: DSHS has added food benefits for the largest amount allowed per household size for March through May 2020. DSHS will ask the federal government for an emergency food supplement each month of COVID-19.

- *Basic Food Employment and Training:* All BFET programs and services are available. BFET partners provide services over the phone and online.
- *Able-Bodied Adults without Dependents:* Work requirements for ABAWDs are not required for now. DSHS is still referring people who are willing and able to participate.

BENEFITS REVIEWS: DSHS extended eligibility reviews that were due in April, May or June 2020 for six months. Mid-certification reviews due in April, May or June 2020 do not have to be completed. Benefits will continue as long as your household meets all other eligibility requirements.

DISASTER CASH ASSISTANCE PROGRAM: DCAP is available to families and people without children. You do not have to be a citizen. People are eligible if they meet the income and resource limits, and are not eligible for other cash programs. Call **877-501-2233** to learn more.

OFFICE OF REFUGEE AND IMMIGRANT ASSISTANCE: ORIA has programs to help refugees and immigrants with:

- Job search and training.
- Immigration support.
- Youth mentoring.
- Support for refugee elders, children, students, and others.
- Regular programs are open remotely during COVID-19. The office has new services to help you apply for jobs or unemployment, support your education, and provide help with housing. Refugee Cash Assistance and Refugee Medical Assistance eligibility is extended to Sept. 30, 2020.
- For services and more information, call **360-890-0691**.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/WORKFIRST: TANF 60-month Time Limit Extensions now include hardship due to COVID-19.

- WorkFirst requirements are halted for now. Clients can continue to participate if they are able to.
- We have halted WorkFirst sanctions for now. We have also halted home visits by staff.
- If you are a Community Jobs or WorkFirst work-study participant, you will remain employed and get payment even if you cannot participate due to COVID-19.