

Washington Connection Community Partnership Program

www.washingtonconnection.org



What is the Washington Connection Community Partnership Program?

The Washington Connection [Community Partnership Program](#) allows [DSHS](#) to collaborate with Community-Based Organizations across the state that cater to the same customers.

As a [Washington Connection partner](#), you will have a local contact available to answer all of your questions. You'll have the opportunity to attend community partnership meetings where you can network with other organizations. Partners receive updated information related to services or features supported by Washington Connection, [technical assistance](#) and marketing materials as needed.

What are the Community Partnership service level options?



Host Partners will display posters and printed materials about Washington Connection. They can answer questions, guide customers to self-serve options, and may offer computer access with the Washington Connection icon on the desktop.



Assisting Partners help customers submit applications, reviews, and changes via Washington Connection, offering virtual or in-person services. They sign a Datashare Agreement for confidentiality, as well as annual DSHS non-disclosure forms. Partners also put up posters, share marketing materials, and answer questions about Washington Connection.

What are the customer access level options for the Community Partnership?

Access Options for Customer Service Levels include:

Limited Access: Partners are not listed on [Public Access Directory](#). They assist Washington Connection services with their own customers only.

Public Access: Partners' addresses listed on [Public Access Directory](#). They assist Washington Connection services to any general public customers.

Who should consider becoming a Washington Connection Community Partner?

We seek to partner with Community Based Organizations that share customers with DSHS and have a stable infrastructure, including internet-enabled computers for effective service delivery. Some examples include:

- Social service and case management agencies
- Rural community groups
- Healthcare agencies
- Organizations tackling food insecurity
- Agencies helping under-served communities
- Childcare providers
- Agencies supporting the elderly and disabled
- Faith-based organizations
- Tribal or government agencies

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It's been great for students who are not confident on the computer or who are proficient in languages rather than English, which has been both the students I assisted.”

– Everett Community College Navigator



How can my agency become a Washington Connection Community Partner?

Agencies can register online at the [Community Partner Registration](#).

After registration, a consultant will contact you to arrange an initial consultation and onboarding support. New partners can access tutorials, training, and a handbook.

Important Requirements for Assisting Agencies only:

To maintain our customers' confidentiality, each Assisting Agencies must establish a Data Share Agreement and provide the following:

- A completed Contractor Intake form
- A valid business license
- A W9 IRS tax form

Furthermore, all users must sign a DSHS Non-Disclosure Agreement and create a unique User ID that will be linked to the Partner account.

How can my organization receive Washington Connection marketing materials?

Electronic marketing materials are available for printing on the Washington Connection website in the [Community Partner Information](#) section. For further assistance, contact the Community Access Consultants.

Who can I contact for questions or information about the Washington Connection?

You can contact our Community Partnership Team by email: CommunityPartnership@dshs.wa.gov

