FAQs About Washington Connection

Question 1
Why should someone use Washington Connection?
- Users can screen for DSHS eligibility.
- Users can complete an online DSHS application, review and change form.
- Users can access federal, state, tribal and local resources online.
- DSHS clients can track status of case actions by viewing their Client Benefit Account.
- It is a free and secure website.
- It is easy to find services you may qualify for.
- It is simple, fast and user-friendly.
- Information is current with the latest features.
- It is available 24 hours a day / 7 days a week.

Question 2
Is there online support for Washington Connection navigation problems?
- Users can learn how to navigate Washington Connection by viewing the Navigation Tutorial located on the Washington Connection Welcome page.
- Additional tutorials are available under the About This Site tab, under Online Tutorials.

Question 3
Does Washington Connection require users to create a SecureAccess Washington (SAW) account?
- No, users can simply access and complete the desired form (application, review or change) using links on the Washington Connection homepage to submit the documents without an account.
- The SecureAccess Washington (SAW) account provides users the ability to pend and save unfinished forms to access later.
- Creating a SAW account is the first step to accessing your DSHS benefit information online through the Client Benefit Account.

Question 4
What is the Washington Connection Client Benefit Account and why create one?
- Head of Household’s that receive benefits from DSHS Community Services Division and Home and Community Services can create a Client Benefit Account (CBA) to access benefit information and pre-filled forms online.
- The CBA provides:
  - a listing of the client’s current and historical benefits up to 12-months,
  - 30-day view of documents submitted and their status,
  - important dates – including Eligibility Review and Mid-Certification Review due dates,
  - child care co-pay information, and
  - access to the pre-filled Mid-Certification Review form.
- Features within the CBA are improved all the time.
Question 5
What are the requirements to register for a Client Benefit Account (CBA) on Washington Connection?

Creating a CBA account requires the user to:
- Have a SecureAccess Washington (SAW) account
  - To create a SAW account, click on the Create New Account button in the Create Account tab and follow the instructions
  - Once the SAW account has been created and activated, follow the instructions below to create a Client Benefit Account (CBA)
- Have a DSHS Client ID
- Be listed as the head of household for an active, pending, suspended or pending spenddown DSHS program or listed as the head of household for a closed or denied DSHS program within the last 60 days
- Have a federally verified Social Security Number
- Use the same information that is currently on file with the local Community Service Office or Home and Community Services Office (name and zip code)

The system does not currently support creating a CBA in the following situations:
- The user is not the head of household for an active, pending, suspended or pending spenddown assistance unit
- The Social Security Number has not been federally verified by a system cross match
- The benefits have been closed or denied for more than 60 days
- Users that are head of households in a Foster Care Assistance Unit
- Users enrolled in the Address Confidentiality Program (ACP)

Question 6
How can a client create a Client Benefit Account on Washington Connection?

There are several helpful documents and tutorials on www.WashingtonConnection.org
- These documents are located under the second navigational tab, How do I…
  - Create an account with Washington Connection
  - Create a Client Benefit Account
- Users can also find an online Account Tutorial at https://www.washingtonconnection.org/support/tutorials/wa_connection_accountsTutorial.en/player.html

Question 7
If a client needs help creating their Client Benefit Account on Washington Connection, who can they call?

The Customer Support Team is available to help if a message is sent through the Contact Us link located on the bottom banner of any Washington Connection page.

Users can contact the Customer Service Contact Center Navigator at 1-877-501-2233 and ask for a referral to the Sign on Support Team. Return calls occur Monday through Friday 8am – 5pm.

Question 8
What is the LISTSERV and why should a partner sign up for it?

A LISTSERV is a way to receive important information about various topics, systems and agencies. Washington state has more than 400 different LISTSERV items to which users can subscribe.

The Washington Connection LISTSERV provides information regarding:
- Changes to the system during quarterly updates.
- System outage schedule for maintenance or system upgrade.
- Issues with the site and how they are being resolved.
  - Go to https://listserv.wa.gov/cgi-bin/wa?INDEX to sign up for the LISTSERV.