

Next Steps After Applying for Basic Food

*You have 30 days from your initial application to complete your interview & provide documents

1) Send Required Documentation to DSHS

*Do not provide original documents to DSHS, you will NOT get them back.

DSHS Drop Box
4101 Meridian St.

Fax to DSHS
1-888-338-7410

Mail to DSHS - CSD
PO Box 11699
Tacoma, WA

**Faxing & copying available
at Opportunity Council**
Contact 360-734-5121 x246
to schedule

Required Documentation:

Proof of Identity

___ Driver's License or State ID
___ Work or School ID Card
___ Health ID Card
___ US Passport
___ Other

Earned Income

___ Pay stubs (past 3-6mo.)
___ Employer Statement
___ Income Tax Forms
___ Self-employment
bookkeeping records (for 12mo)

Un-earned Income

___ Social Security Award Letter
___ Child Support Agreement
___ Unemployment Stubs
___ Bank Statement w/ deposits
___ Income Tax Forms

Citizenship or Alien Status

___ Social Security numbers for all
members of household
___ Documentation Status Letter

Residency & Expenses

___ Lease Agreement
___ Rent/Mortgage Papers
___ Statement of Shared Living
Arrangement
___ Utility Bills

Medical Expenses (Seniors/ Disabled Only)

___ Medical Bills/Receipts
___ Medicare Card indicating Part
B Coverage
___ Repayment agreement

2) Complete an interview with DSHS staff: currently available only by phone

Over the phone
Call 1-877-501-2233
Mon-Fri 8am-3pm

Best times to call: Mornings before 10am, avoid Mondays and the day after a holiday or closure.

- Press 1 for English, or listen for your language.
- Listen to recorded message then press 1 if you're a prior or current client, press 2 if you're a new client.
- Follow additional prompts to be connected to the call center

IMPORTANT: It is your responsibility to call for a phone interview. And it is your responsibility to provide all required documents. In some cases, DSHS may not send you a letter.

If you do not complete these steps within 30 days of your initial application, you will need to submit a new application.



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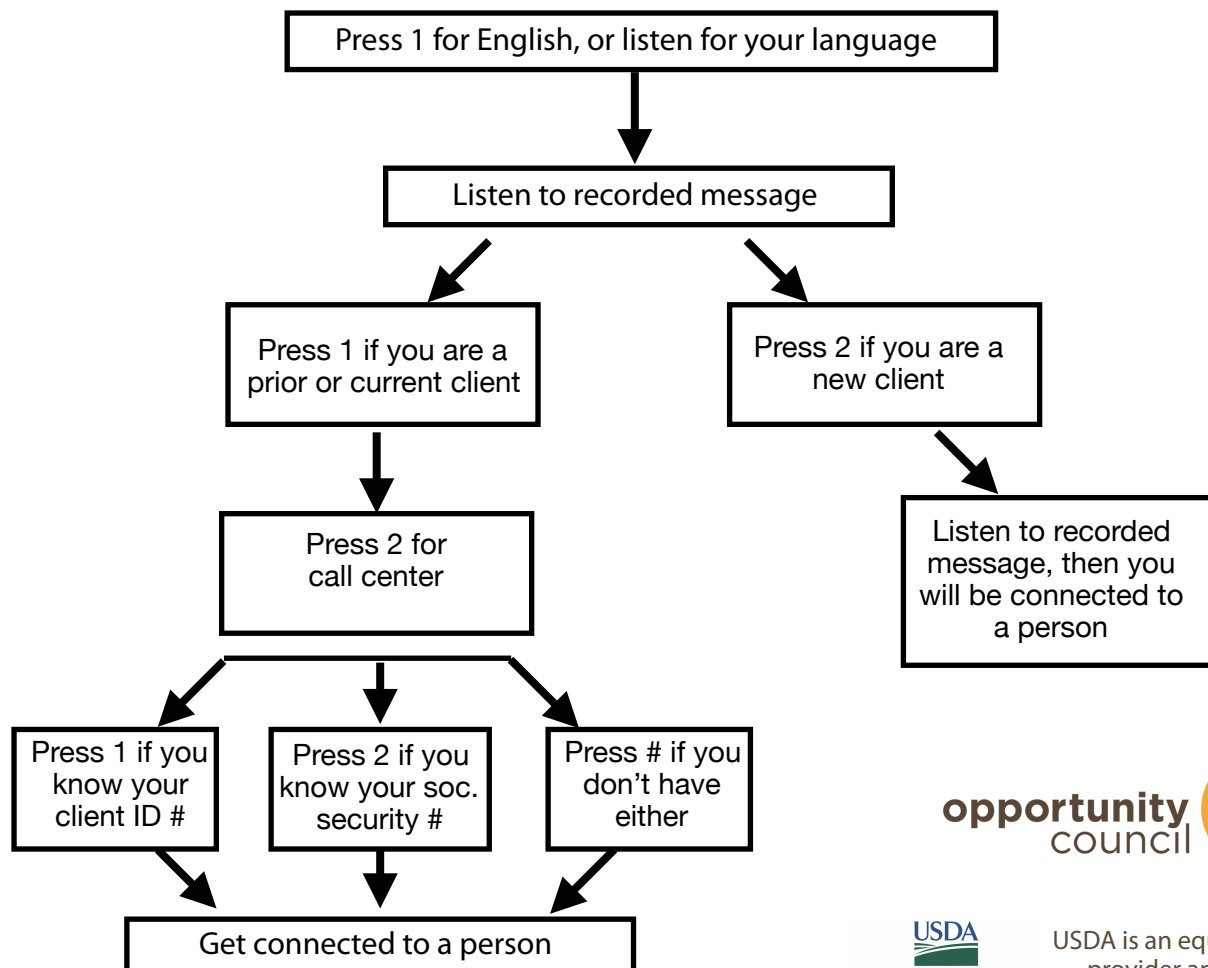
Navigating DSHS Customer Service Line for Basic Food Applications

It is your responsibility to call DSHS for a phone interview to complete your application for Basic Food and other assistance.

1-877-501-2233
Monday - Friday 8am-3pm

When is the best time to call?
Mornings before 10am are best.

When are the busiest times to call?
Mondays and the day after a holiday or office closure, as well as the 1st and last week of the month can be busy.
Planned office closure dates 2020: 8/24, 9/28, 10/26, 11/16



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HOW SOON CAN I RECEIVE MY FOOD BENEFITS?

- DSHS will determine if you're eligible for Expedited Service if you provide all required documentation and meet one of the following:
 - Your household has less than \$150 gross monthly income and less than \$100 available cash
 - Your household's income and resources are less than your monthly rent and utilities
 - Your household includes a destitute migrant or seasonal farm worker
- Expedited service in Whatcom Co. is typically processed in 1-2 days
- Standard service means is on average about 10 days in Whatcom Co.

CERTIFICATION PERIOD AND REVIEW TO MAINTAIN BENEFITS

- You must complete an Eligibility Review at the end of your certification period. This period is typically every 6 months but may be more often as determined by DSHS.
 - Approximately 45 days before the end of your certification period, DSHS will send you a recertification form to complete and return to DSHS.
 - Form can be found on www.washingtonconnection.org - Click on "How do I..." then "Find frequently used DSHS forms." Find "Mid certification review (form 14-467)"
 - Turn in form to DSHS office or Fax review form to 1-888-338-7410
- You may complete your review up to 1 month before the due date, no sooner



WHEN DO I NEED TO REPORT CHANGES?

- You are responsible to update DSHS with changes in your mailing address, household makeup, income, or deductions.
- If your income changes but is still under 130% FPL, submit new income at your next review date. At each review or intake, income needs to be verified.
- If your income changes and is over 130% FPL, you have until the 10th of the next month to report the change.

HOW CAN I CHECK MY STATUS AND IMPORTANT RENEWAL DATES?

- Create a Client Benefit Account on www.washingtonconnection.org
- In the green box click on "How do I..." then "Create an account with Washington Connection."
- Only the Head of Household can create an account, and they must provide the following:
Name, Date of Birth, Email address, Social Security #

If you have questions about:	Call this number:
<ul style="list-style-type: none">• The status of your benefits• Reporting a change in your benefits• Calling in for a phone interview• Quest/EBT card issues• Completing your mid-certification review	877-501-2233
<ul style="list-style-type: none">• Replacing a lost or stolen Quest/EBT card	888-328-9271
<ul style="list-style-type: none">• Benefits application/eligibility• General questions or concerns	800-865-7801