

## You have completed your Basic Food application! What are the Next Steps?

### OPTION

# 1

- **IN-PERSON INTERVIEW:**

Walk into any CSO/ DSHS office and request an interview for Basic Food (Food Stamps).

**You do not need an appointment.** Do not wait to hear from DSHS – just go into the office.

- **YOUR CLOSEST DSHS OFFICE IS:**

\_\_\_\_\_  
Note: Bring copies of the documents shown below.

- **WHEN IS THE DSHS OFFICE (CSO) OPEN?**

DSHS is open for interviews **Monday - Friday 8:00 a.m. - 3:00 p.m.** You can walk-in for your interview anytime during those hours. It will be much quicker if you go in **as close to 8:00 a.m. as possible.**

- **BE PREPARED TO PROVIDE COPIES OF THESE DOCUMENTS:**

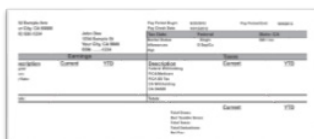
(DSHS will have a copy machine to use if needed)



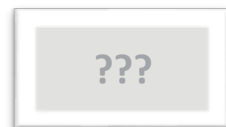
**1. A Photo ID**



**3. Social Security Number or Green Card** (You only need to provide social security number. DSHS does not need copies of your social security card).



**2. Proof of Income for the past 30 days** (ex. Pay stubs, bank statement, tax return)



**4. DSHS will let you know if they need additional documents.**

Have a question or need help completing this interview process?  
WithinReach is here to help. Please contact me if you have any questions.

\_\_\_\_\_  
Staff Name

\_\_\_\_\_  
Email

\_\_\_\_\_  
Phone Number

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# 2

- **PHONE INTERVIEW (Monday - Friday 8 a.m. - 3 p.m.):**  
If you are unable to go into the DSHS office, you can call DSHS for a phone interview.

Call DSHS toll-free at **1 (877) 501-2233** and request a Basic Food phone interview. Follow the steps on this sheet for the best results when calling DSHS.

- **IF YOU ARE CALLING DSHS FOR AN INTERVIEW, FOLLOW THESE STEPS:**

1. Dial 1-877-501-2233

2. Press 1 for English, dial 9 for Spanish

3. Press 1, you have applied for Public Assistance

4. Press 2 for the Customer Service Call Center

5. Press 1 if you know your client ID [enter client ID] + "#"  
OR

Press 2 to [enter Social Security number] + "#"

6. Press 2 for "All other questions"

7. Interview with DSHS

- **AFTER THE INTERVIEW MAIL OR FAX ANY REQUESTED DOCUMENTS TO DSHS.**  
**Be sure to include your NAME, DSHS# and DOB on the documents you mail or fax.**  
(See the other-side of this page for the types of documents that may be requested.)

**Fax Number #:** 1 (888) 338-7410  
**Mailing Address:** DSHS  
CSD – Customer Service Center  
PO Box 11699  
Tacoma, WA 98411-9905

Have a question or need help completing this interview process?  
WithinReach is here to help. Please contact me if you have any questions.