

Basic Food Education Forum

DSHS Updates for Community Services Division (CSD)

September 23rd, 2020

Community Services Office Lobbies Are Closed

- All business conducted over the phone 877-501-2233.
- **Identicard service is back starting 9/8/2020.**
- Telephonic signature for all applications and eligibility reviews.
- No EBT cards issued at the local offices except for clients with general delivery.
- Case managers can be contacted through the Contact Center. They will call clients back.
- Drop boxes are still available.

DSHS Furlough Days

- Monday, September 28
- Monday, October 26
- Monday, November 16

Basic Food Allotments

- All recipient households will receive the maximum benefit amount for their household size for months **March - September 2020.**

Disaster Cash Assistance (DCAP)

- Only eligible one month in a 12 month period.
- Single adults and adults without children who do not qualify for other cash programs.
- Payments will not exceed the TANF payment standard
 - 1 person = \$363
 - 2 person = \$459
- Undocumented clients are eligible.

ebtEDGE Mobile App

- View deposit and transaction history
- View benefit schedule
- Select a PIN
- Locate SNAP retailers near your location
- Set your language preference to English, Spanish or Haitian Creole

Pandemic EBT (P-EBT)

- School age children grades K-12 attending schools participating in the National School Lunch Program and receiving free or reduced-price meal in school.
- Phone applications accepted until 3:00 p.m. on Sept. 16
- All minors active on Basic Food/FAP in March – June were already issued PEBT benefits

Community Support Team

- Customers experiencing difficulties establishing a Client Benefit Account can receive assistance by:
 - Asking the Contact Center Call Navigator or a call agent to make a referral to the Community Support Team (formally the SOS Team).
 - Worker will make three attempts to call back.
 - Worker will leave a message for client.

Questions?

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