

DSHS/ESA Computer Systems: Contacts and Resources for Tribes

Need/Request	ACES Online	SEMS Web	Benefit Verification System (BVS)	Washington Connection
Contract Questions or Negotiations	ACES/SEMS Web Agreement <ul style="list-style-type: none">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codesCall: Freda Cogger 360-522-2155E-Mail: Freda.Cogger@dshs.wa.gov	ACES/SEMS Web Agreement <ul style="list-style-type: none">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codesContact the DCS Tribal Relations Team (TRT)E-mail: dcstribalrelations@dshs.wa.govCall: Chris Franks 360-338-2917	BVS Contract <p>See page 1 of the agreement for contacts. If you do not have a contract</p> <ul style="list-style-type: none">Call: Barbara Parry 360-480-9044Call: Sanela Maksic 425-272-3880	Partnership Contract <ul style="list-style-type: none">Call: Shannon Williams 509-202-5335E-mail: Shannon.Williams@dshs.wa.gov
User Account Requests	Your Local Tribe’s ACES Security Monitor for the ACES/SEMS Web <p>This is the point of contact for ACES account requests.</p> New Account Requests <ul style="list-style-type: none">Call: Freda Cogger 360-522-2155E-Mail: Freda.Cogger@dshs.wa.gov	The Local Tribe’s SEMS Web Security Monitor is the first point of contact for new SEMS access requests. For New Account Requests the Security Monitor should contact the DCS Tribal Relations Team (TRT) <ul style="list-style-type: none">E-mail: dcstribalrelations@dshs.wa.govCall: Chris Franks 360-338-2917	New Account Requests <ul style="list-style-type: none">Call: Barbara Parry 360-480-9044Call: Sanela Maksic 425-272-3880	IT Solutions Service Desk <ul style="list-style-type: none">Call: 360-664-4560 and press option 2 Partner Account Access <ul style="list-style-type: none">Call: Shannon Williams 509-202-5335E-mail: Shannon.Williams@dshs.wa.gov
System Password Resets and Assistance	IT Solutions Service Desk <p>Phone support from 7:00 a.m. to 5:00 p.m., Mon-Fri (excluding state holidays)</p> <ul style="list-style-type: none">Call: 360-664-4560 and press option 2	DCS IT Service Desk <p>Phone and e-mail technical support from 6:30 a.m. to 5:30 p.m., Mon-Fri (excluding state holidays)</p> <ul style="list-style-type: none">Call: 360-664-5300E-mail: dcx.servicedesk@dshs.wa.gov	IT Solutions Service Desk <p>Phone support from 7:00 a.m. to 5:00 p.m., Mon-Fri (excluding state holidays)</p> <ul style="list-style-type: none">Call: 360-664-4560 and press option 2	IT Solutions Service Desk <p>Phone support from 7:00 a.m. to 5:00 p.m., Mon-Fri (excluding state holidays)</p> <ul style="list-style-type: none">Call: 360-664-4560 and press option 2
Remote Access Assistance: VPN and Token (hard fob & software) Password Resets and Questions	DSHS Enterprise Technology Service Desk <p>Phone or e-mail 24 hours a day, seven days a week (including holidays).</p> <ul style="list-style-type: none">Call: 888-329-4773 (toll-free) or 360-902-7700E-mail: ETservicedesk@dshs.wa.gov , or etsd@dshs.wa.gov	DSHS Enterprise Technology Service Desk <p>Phone or e-mail 24 hours a day, seven days a week (including holidays)</p> <ul style="list-style-type: none">Call: 888-329-4773 (toll-free) or 360-902-7700E-mail: ETservicedesk@dshs.wa.gov, or etsd@dshs.wa.gov	N/A	N/A
Training Regarding the ESA Computer System	Local CSD Office Tribal Liaisons www.dshs.wa.gov/sites/default/files/ESA/dcs/documents/cso.pdf	Local DCS Office Tribal Liaisons https://www.dshs.wa.gov/sites/default/files/ESA/dcs/document s/Tribal/tribalrelationsteam.pdf	BVS Contract <p>For training, see the contact listed in your data share agreement.</p>	Partners Training <ul style="list-style-type: none">Call: Shannon Williams 509-202-5335E-mail: Shannon.Williams@dshs.wa.gov
Report Staff Changes	ACES/SEMS Web Agreement <p>Per the terms of the ACES/SEMS Web Data Share Agreement</p> <ul style="list-style-type: none">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes	ACES/SEMS Web Agreement <ul style="list-style-type: none">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codesSecurity Monitors should contact DCS TRT:E-mail: dcstribalrelations@dshs.wa.govCall: Chris Franks 360-338-2917	BVS Contract <p>For staff changes, see the contact listed in your data share agreement.</p>	Partner Account Access <ul style="list-style-type: none">Call: Shannon Williams 509-202-5335E-mail: Shannon.Williams@dshs.wa.gov
Other Resources	N/A	DCS Tribal Relations Website www.dshs.wa.gov/esa/division-child-support/tribal-relations	ESA Data Share Email Box <ul style="list-style-type: none">E-mail: ESADSA@dshs.wa.gov	Information, Outreach, Website Content <ul style="list-style-type: none">Website: www.washingtonconnection.orgCall: Josh Christiansen 253-441-0820E-mail: Josh.Christiansen2@dshs.wa.gov

System Descriptions:

- Automated Client Eligibility System (ACES) Online:** ACES supports the operations of the department by integrating DSHS programs under a single, client-based, on-line system. The ACES system is a tool for determining eligibility, issuing benefits, management support, and sharing of data between agencies.
- Support Enforcement Management System (SEMS) Web:** With an Agreement in place, Tribal TANF and Tribal Child Support programs may access limited child support case information from the Division of Child Support (DCS) SEMS computer system.
- Benefits Verification System (BVS):** BVS is a web based automated verification system that allows authorized users to verify specific, client level information online rather than placing a phone call to a DSHS employee.
- Washington Connection:** This is a web-based benefit portal where families and individuals can explore, prescreen, and apply for assistance such as food, cash, childcare, long-term care, and medical assistance online. Different types of secure user accounts are also available for applicants, current clients, and registered community partners.

Contacts for keeping [this Resource](#) updated: **ACES Online** – Freda Cogger **SEMS Web** – Chris Franks **BVS** – Barb Parry **Washington Connection** – Josh Christiansen

ACES Online, BVS and WA Connection IT Solutions Customer Support – Brian Kenner, Sheila Fowler, Joyce Maranga