

## DSHS/ESA Computer Systems: Contacts and Resources for Tribes

Need/Request	ACES Online	SEMS Web	Benefit Verification System (BVS)	Washington Connection
<b>Contract Questions or Negotiations</b>	<p><b><u>ACES/SEMS Web Agreement</u></b></p> <ul style="list-style-type: none"> <li><a href="http://www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes</a></li> <li>Call: Mary Anderson 360-651-5220</li> <li>E-Mail: <a href="mailto:mary.anderson@dshs.wa.gov">mary.anderson@dshs.wa.gov</a></li> </ul>	<p><b><u>ACES/SEMS Web Agreement</u></b></p> <ul style="list-style-type: none"> <li><a href="http://www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes</a></li> </ul> <p><b>Contact the DCS Tribal Relations Team (TRT)</b></p> <ul style="list-style-type: none"> <li>E-mail: <a href="mailto:dcstribalrelations@dshs.wa.gov">dcstribalrelations@dshs.wa.gov</a></li> <li>Call: Saundra Cheek 360-664-5025, Chris Franks 360-664-5031</li> </ul>	<p><b><u>BVS Contract</u></b></p> <p>See page 1 of the agreement for contacts. If you do not have a contract</p> <ul style="list-style-type: none"> <li>Call: Barbara Parry 360-725-4368</li> <li>Call: Angel Vasilev 360-725-4329</li> </ul>	<p><b><u>Partnership Contract</u></b></p> <ul style="list-style-type: none"> <li>Call: Stephanie Hart 360-725-4666</li> <li>E-mail: <a href="mailto:Stephanie.Hart@dshs.wa.gov">Stephanie.Hart@dshs.wa.gov</a></li> </ul>
<b>User Account Requests</b>	<p><b><u>Your Local Tribe's ACES Security Monitor for the ACES/SEMS Web</u></b> This is the point of contact for ACES account requests.</p> <p><b><u>New Account Requests</u></b></p> <ul style="list-style-type: none"> <li>Call: Mary Anderson 360-651-5220</li> <li>E-Mail: <a href="mailto:mary.anderson@dshs.wa.gov">mary.anderson@dshs.wa.gov</a></li> </ul>	<p><b><u>The Local Tribe's SEMS Web Security Monitor</u></b> is the first point of contact for new SEMS access requests.</p> <p><b>For New Account Requests</b> the Security Monitor should contact <b><u>DCS Tribal Relations Team (TRT)</u></b></p> <ul style="list-style-type: none"> <li>E-mail: <a href="mailto:dcstribalrelations@dshs.wa.gov">dcstribalrelations@dshs.wa.gov</a></li> <li>Call: Saundra Cheek 360-664-5025</li> </ul>	<p><b><u>New Account Requests</u></b></p> <ul style="list-style-type: none"> <li>Call: Barbara Parry 360-725-4368</li> <li>Call: Angel Vasilev 360-725-4329</li> </ul>	<p><b><u>IT Solutions Customer Support</u></b></p> <ul style="list-style-type: none"> <li>Call: 360-664-4560 and press option 2</li> </ul> <p><b><u>Partner Account Access</u></b></p> <ul style="list-style-type: none"> <li>Call: Stephanie Hart 360-725-4666</li> <li>E-mail: <a href="mailto:Stephanie.Hart@dshs.wa.gov">Stephanie.Hart@dshs.wa.gov</a></li> </ul>
<b>System Password Resets and Assistance</b>	<p><b><u>IT Solutions Customer Support</u></b> Phone support from 7:00 a.m. to 5:30 p.m., Mon-Fri (excluding state holidays)</p> <ul style="list-style-type: none"> <li>Call: 360-664-4560 and press option 2</li> </ul>	<p><b><u>DCS IT Service Desk</u></b> 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"> <li>Call: 360-664-5300</li> <li>E-mail: <a href="mailto:dcsservicedesk@dshs.wa.gov">dcsservicedesk@dshs.wa.gov</a></li> </ul>	<p><b><u>IT Solutions Customer Support</u></b> Phone support from 7:00 a.m. to 5:30 p.m., Mon-Fri (excluding state holidays)</p> <ul style="list-style-type: none"> <li>Call: 360-664-4560 and press option 2</li> </ul>	<p><b><u>IT Solutions Customer Support</u></b> Phone support from 7:00 a.m. to 5:30 p.m., Mon-Fri (excluding state holidays)</p> <ul style="list-style-type: none"> <li>Call: 360-664-4560 and press option 2</li> </ul>
<b>Remote Access Assistance: VPN and Token (hard fob &amp; software) Password Resets and Questions</b>	<p><b><u>DSHS Enterprise Technology Service Desk</u></b> Phone or e-mail 24 hours a day, seven days a week (including holidays).</p> <ul style="list-style-type: none"> <li>Call: 888-329-4773 (toll-free) or 360-902-7700</li> <li>E-mail: <a href="mailto:ETservicedesk@dshs.wa.gov">ETservicedesk@dshs.wa.gov</a> , or <a href="mailto:etsd@dshs.wa.gov">etsd@dshs.wa.gov</a></li> </ul>	<p><b><u>DSHS Enterprise Technology Service Desk</u></b> Phone or e-mail 24 hours a day, seven days a week (including holidays)</p> <ul style="list-style-type: none"> <li>Call: 888-329-4773 (toll-free) or 360-902-7700</li> <li>E-mail: <a href="mailto:ETservicedesk@dshs.wa.gov">ETservicedesk@dshs.wa.gov</a> or <a href="mailto:etsd@dshs.wa.gov">etsd@dshs.wa.gov</a></li> </ul>	N/A	N/A
<b>Training Regarding the ESA Computer System</b>	<p><b><u>Local CSD Office Tribal Liaisons</u></b> <a href="http://www.dshs.wa.gov/sites/default/files/ESA/dcs/documents/cso.pdf">www.dshs.wa.gov/sites/default/files/ESA/dcs/documents/cso.pdf</a></p>	<p><b><u>Local DCS Field Office Tribal Team</u></b> <a href="http://www.dshs.wa.gov/sites/default/files/ESA/dcs/documents/Tribal/team.pdf">www.dshs.wa.gov/sites/default/files/ESA/dcs/documents/Tribal/team.pdf</a></p>	<p><b><u>BVS Contract</u></b> For training, see the contact listed in your data share agreement.</p>	<p><b><u>Partners Training</u></b></p> <ul style="list-style-type: none"> <li>Call: Stephanie Hart 360-725-4666</li> <li>E-mail: <a href="mailto:Stephanie.Hart@dshs.wa.gov">Stephanie.Hart@dshs.wa.gov</a></li> </ul>
<b>Report Staff Changes</b>	<p><b><u>ACES/SEMS Web Agreement</u></b> Per the terms of the ACES/SEMS Web Data Share Agreement</p> <ul style="list-style-type: none"> <li><a href="http://www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes</a></li> </ul>	<p><b><u>ACES/SEMS Web Agreement</u></b></p> <ul style="list-style-type: none"> <li><a href="http://www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes">www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes</a></li> </ul> <p><b>Security Monitors should contact DCS TRT:</b></p> <ul style="list-style-type: none"> <li>E-mail: <a href="mailto:dcstribalrelations@dshs.wa.gov">dcstribalrelations@dshs.wa.gov</a></li> <li>Call: Saundra Cheek 360-664-5025, Chris Franks 360-664-5031</li> </ul>	<p><b><u>BVS Contract</u></b> For staff changes, see the contact listed in your data share agreement.</p>	<p><b><u>Partner Account Access</u></b></p> <ul style="list-style-type: none"> <li>Call: Stephanie Hart 360-725-4666</li> <li>E-mail: <a href="mailto:Stephanie.Hart@dshs.wa.gov">Stephanie.Hart@dshs.wa.gov</a></li> </ul>
<b>Other Resources</b>	N/A	<p><b><u>DCS Tribal Relations Website</u></b> <a href="http://www.dshs.wa.gov/esa/division-child-support/tribal-relations">www.dshs.wa.gov/esa/division-child-support/tribal-relations</a></p>	<p><b><u>ESA Data Share Email Box</u></b></p> <ul style="list-style-type: none"> <li>E-mail: <a href="mailto:ESADSA@dshs.wa.gov">ESADSA@dshs.wa.gov</a></li> </ul>	<p><b><u>Information, Outreach, Website Content</u></b></p> <ul style="list-style-type: none"> <li>Website: <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a></li> <li>Call: Alice Liou 360-725-4676</li> <li>E-mail: <a href="mailto:Alice.Liou@dshs.wa.gov">Alice.Liou@dshs.wa.gov</a></li> </ul>

**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, child care, 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** – Mary Anderson, **SEMS Web** – Sandi Cheek, Dave Sawyer, **BVS** – Barb Parry, **Washington Connection** – Alice Liou

**ACES Online, BVS and WA Connection IT Solutions Customer Support** – Cheryl Remington, Sarah Oliver, Steve Fogo