

Know Your Rights

DSHS staff members are committed to quality service.
We expect staff and those we serve to respect one another.

You have the right:

- To be treated in a polite, fair and respectful manner.
- To get information about all programs and services that may help you.
- To apply at any DSHS Community Services Office, online at washingtonconnection.org or by calling 877-501-2233 during regular business hours.
- To be helped on a walk-in basis, by phone or by making an appointment.
- To have someone explain how you can apply for benefits.
- To receive an application when you ask for it.
- To get help filling out your application and other forms.
- To turn in an application without being told you cannot or should not apply.
- To turn in an application during office hours the same day you complete it.
- To turn in an application that is missing some information. At minimum, an application must include your name, address and signature to be accepted.
- To get help from an interpreter in a timely manner when requested or needed.
- To have access to necessary documents in a language you can understand.
- To be given a list of things that may be needed for an interview.
- To get help from DSHS to find needed information to verify eligibility.
- To have a phone interview if you choose not to come to the office.
- To receive written notice about your benefits.
- To see departmental rules.
- To see information about yourself in your case file.
- To get help with the grievance process if you feel you have not been treated fairly.
- To have a hearing if you disagree with any action taken on your case.

If you apply for Basic Food benefits, you also have the right:

- To be told about expedited service.
- To get your expedited Basic Food in seven days or less.
- To receive Basic Food benefits (or be notified you are ineligible for the program) within 30 days after you turn in your application.
- To find out if you still qualify for food assistance after your cash assistance ends.



You may also get help from:

- 211 Washington online at www.211.org or by calling 211.

If you think you've been treated unfairly and cannot resolve the issue with your worker, ask to talk to a supervisor.

To view this poster on your phone, scan the QR code.

