

Administrative Policy No. 14.20

Subject: DSHS Toll Free Service Numbers

Information Contact: DSHS Technology Operations Center
Talk2ETOC@dshs.wa.gov
(360) 902-7700 or (888) 329-4773

Authorizing Source: [DSHS Administrative Policy 13.08](#)
[DSHS Administrative Policy 7.20 - Communication Access for Persons Who are Deaf, Hard of Hearing, DeafBlind and Speech Disabled](#)
[RCW 43.211.030 New Information Services](#)

Effective Date: September 1, 2005

Revised: January 20, 2021

Approved By: Original signed by Lori Melchiori
Senior Director, Office of Policy and Rules

Purpose

This policy outlines the requirements for the establishment and management of toll free service numbers administrated by the Department of Social and Health Services.

Scope

This policy applies to all departmental organizations.

Definitions

Business contact: Person representing the business, within a departmental organization, who initiates a request regarding a toll free service number.

Departmental organization: An administration, division, institution, program, or office within the department.

DSHS Telecommunications unit: The unit within the department's Enterprise Technology

division that is responsible for managing telecommunications for the department.

Telecommunication Relay Services: [Telecommunication Relay Services](#) is also known as Washington Relay. It is a free service provided by the DSHS Office of Deaf and Hard of Hearing (ODHH) to ensure equal communication access to telephone service for people who are deaf, deaf-blind, hard of hearing and speech disabled.

Telecom coordinator: The person who is responsible for oversight of toll free service numbers within their specific departmental organization.

Toll free service number: Telephone numbers with distinct three-digit codes that can be dialed from landlines with no charge to the person placing the call. Such numbers allow callers to reach businesses and/or individuals out of the area without being charged a long-distance fee for the call. Wireless callers, however, will be charged for the airtime minutes used during a toll free call unless they have an “unlimited calling” plan.

Washington 2-1-1: WA2-1-1 (formerly referred to as WIN211) is a free confidential community service and one-stop connection to the local services, from utility assistance, food, housing, health, child care, after school programs, elder care, crisis intervention and much more. It maintains a comprehensive database of non-profit and government human service agencies and other community resources that enhance the quality of individual and community life for individuals living in Washington state. There are seven unique regions within Washington’s 211 Statewide Information and Referral System. Each region supports local human service programs for residents in that area.

Policy Requirements

- A. The DSHS Toll Free Service Numbers Program is administered by the DSHS Telecommunications Unit.
- B. Toll free service numbers will only be assigned in the department when there is a business justification for the number and no alternatives exist.
- C. All new toll free service numbers require a review by the Telecommunication Relay Services office to ensure TTY/TDD and/or 7-1-1 access will be available for the new toll free service number.
- D. All new public facing toll free service numbers require a consultation with the [Washington 2-1-1 State Office](#) to determine if the number should be included on the WA 2-1-1 referral list, in accordance with [RCW 43.211.030 New Information Services](#).

Roles and Responsibilities

A. DSHS departmental organizations:

1. Assign an internal telecom coordinator who is responsible for coordinating implementation and maintenance of toll free service numbers operated by the departmental organization.
2. Follow the procedures identified in this policy for establishing, changing, or discontinuing a toll free service number.

B. Business contact:

1. Follow the procedures identified in this policy for establishing, changing, or discontinuing a toll free service number.

C. Telecom coordinators:

1. Follow the procedures identified in this policy for establishing, changing, or discontinuing a toll free service number.
2. Review on-line monthly [toll free service invoices](#) for appropriate use.
3. Ensure a toll free service number is discontinued when there is no longer a business justification for the number.

D. DSHS Telecommunications Unit:

1. Process DSHS Toll Free Services Request forms.
2. Respond to toll free service related questions.

Procedures

A. Business contact

1. Identify the type of request on the [DSHS Toll Free Services Request form \(17-164\)](#); new service, change to existing service, or discontinue service.
2. Complete section A. of the [DSHS Toll Free Services Request form \(17-164\)](#); including business justification for the toll free service number.
3. For all toll free service numbers, a review by the Telecommunication Relay Services office is required to ensure TTY/TDD and/or 7-1-1 access is available when the new toll free service number is activated. Contact the TRS program manager at odhh@dshs.wa.gov to set up a review.

4. For all new public information toll-free numbers, consult with the Washington 2-1-1 State Office, as required by [RCW 43.211.030 New Information Services](#), to determine if the new public information toll-free number should be added to the Washington 2-1-1 referral list.

- Washington 2-1-1 State Office contact information:
302 W. Yakima Ave.
Yakima, WA 98902
Hours: M-F, 8:30 a.m. to 5:00 p.m.
Email: info@wa211.org
Phone: (509) 654-7866 or (877) 211-9274
Website: wa211.org

5. Submit the form to your assigned telecom coordinator once section A. is complete.

B. Telecom coordinator

1. Request a consultation with the DSHS Telecommunications Unit regarding the service request, prior to submitting a completed DSHS Toll Free Service Request form, by contacting the DSHS Technology Operations Center at Talk2ETOC@dshs.wa.gov.
2. Complete section B. of the [DSHS Toll Free Services Request form \(17-164\)](#); including the alternatives explored and why a toll free service number is still needed.
3. Obtain administration authorizations as required in section C. of the [DSHS Toll Free Services Request form \(17-164\)](#).
 - a. If the request is denied by the administration's business manager or assistant secretary, communicate the denial to the business contact, file as appropriate within your administration/organizational unit, and end the process.
4. Submit the approved [DSHS Toll Free Services Request form \(17-164\)](#) as directed on the form.

C. DSHS Telecommunications Unit

1. Process approved DSHS Toll Free Services Request forms and coordinate, as needed, to establish, modify, or discontinue the toll free service number.
2. Inform telecom coordinator when the toll free service request is completed.

For any questions about the process, contact the DSHS Technology Operations Center at Talk2ETOC@dshs.wa.gov or (360) 902-7700 or (888) 329-4773.