

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	<p>ACES/SEMS Web Agreement</p> <ul style="list-style-type: none"> www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes Call: Mary Anderson 360-628-6442 E-Mail: mary.anderson@dshs.wa.gov 	<p>ACES/SEMS Web Agreement</p> <ul style="list-style-type: none"> www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes <p>Contact the DCS Tribal Relations Team (TRT)</p> <ul style="list-style-type: none"> E-mail: dcstribalrelations@dshs.wa.gov Call: Chris Franks 360-338-2917, Jim Sugden 509-934-5466 	<p>BVS Contract</p> <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 360-725-4368 Call: Sanela Maksic 425-272-3880 	<p>Partnership Contract</p> <ul style="list-style-type: none"> Call: Shannon Williams 509-202-5335 E-mail: Shannon.williams@dshs.wa.gov
User Account Requests	<p>Your Local Tribe's ACES Security Monitor for the ACES/SEMS Web This is the point of contact for ACES account requests.</p> <p>New Account Requests</p> <ul style="list-style-type: none"> Call: Mary Anderson 360-628-6442 E-Mail: mary.anderson@dshs.wa.gov 	<p>The Local Tribe's SEMS Web Security Monitor is the first point of contact for new SEMS access requests.</p> <p>For New Account Requests the Security Monitor should contact DCS Tribal Relations Team (TRT)</p> <ul style="list-style-type: none"> E-mail: dcstribalrelations@dshs.wa.gov Call: Chris Franks 360-338-2917 	<p>New Account Requests</p> <ul style="list-style-type: none"> Call: Barbara Parry 360-725-4368 Call: Sanela Maksic 425-272-3880 	<p>IT Solutions Service Desk</p> <ul style="list-style-type: none"> Call: 360-664-4560 and press option 2 <p>Partner Account Access</p> <ul style="list-style-type: none"> Call: Shannon Williams 509-202-5335 E-mail: Shannon.williams@dshs.wa.gov
System Password Resets and Assistance	<p>IT Solutions Service Desk</p> <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 	<p>DCS IT Service Desk</p> <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: 360-664-5300 E-mail: dcsservicedesk@dshs.wa.gov 	<p>IT Solutions Service Desk</p> <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 	<p>IT Solutions Service Desk</p> <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	<p>DSHS Enterprise Technology Service Desk</p> <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 360-902-7700 E-mail: ETservicedesk@dshs.wa.gov , or etsd@dshs.wa.gov 	<p>DSHS Enterprise Technology Service Desk</p> <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 360-902-7700 E-mail: ETservicedesk@dshs.wa.gov or etsd@dshs.wa.gov 	N/A	N/A
Training Regarding the ESA Computer System	<p>Local CSD Office Tribal Liaisons</p> <p>www.dshs.wa.gov/sites/default/files/ESA/dcs/documents/cso.pdf</p>	<p>Local DCS Field Office Tribal Team</p> <p>www.dshs.wa.gov/sites/default/files/ESA/dcs/documents/Tribal/team.pdf</p>	<p>BVS Contract</p> <p>For training, see the contact listed in your data share agreement.</p>	<p>Partners Training</p> <ul style="list-style-type: none"> Call: Shannon Williams 509-202-5335 E-mail: Shannon.williams@dshs.wa.gov
Report Staff Changes	<p>ACES/SEMS Web Agreement</p> <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 	<p>ACES/SEMS Web Agreement</p> <ul style="list-style-type: none"> www.dshs.wa.gov/esa/division-child-support/tribal-agreements-and-codes <p>Security Monitors should contact DCS TRT:</p> <ul style="list-style-type: none"> E-mail: dcstribalrelations@dshs.wa.gov Call: Chris Franks 360-338-2917 or Jim Sugden 509-934-5466 	<p>BVS Contract</p> <p>For staff changes, see the contact listed in your data share agreement.</p>	<p>Partner Account Access</p> <ul style="list-style-type: none"> Call: Shannon Williams 509-202-5335 E-mail: Shannon.williams@dshs.wa.gov
Other Resources	N/A	<p>DCS Tribal Relations Website</p> <p>www.dshs.wa.gov/esa/division-child-support/tribal-relations</p>	<p>ESA Data Share Email Box</p> <ul style="list-style-type: none"> E-mail: ESADSA@dshs.wa.gov 	<p>Information, Outreach, Website Content</p> <ul style="list-style-type: none"> Website: www.washingtonconnection.org Call: Josh Christiansen 253-441-0820 E-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, 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** – Chris Franks, **BVS** – Barb Parry, **Washington Connection** – Alice Liou
ACES Online, BVS and WA Connection IT Solutions Customer Support – Cheryl Remington, Sarah Oliver, Steve Fogo