

Calling the DSHS Customer Service Center

1.877.501.2233

(Monday – Friday 8 am – 5 pm)



Follow the directions below to talk to DSHS Staff. The best time to get through is early in the day from 8am-9am. Avoid Mondays, the day after holidays, or the day after state closures, if possible.

When you call the DSHS Customer Service Center, there are some choices you will need to make in order to get the information you need. The first message you will hear is “You have reached the DSHS Community Service Office.”

Follow these steps to get started:

Choose your language.

Press 1 for English. (options for other languages in the specified language)

You will hear a message regarding the Answer Phone.

If you want to speak to a live person DO NOT press 1 for the Answer Phone.

Press 1

For the **Answer Phone**

A 24 hour, self-service system that allows you to access your case status and payment information. You need your client ID and the last four digits of your social security number to access the Answer Phone.

Press 2

To be transferred to the
Customer Service Call Center

Choose one of the following options:

- If you know your client ID press 1
- If you know your nine digit social security number. press 2
- Otherwise press 3

If you have questions about:

Child Care press 1

For all other questions press 2

Hold for a Customer Service Representative.



your statewide connection to local resources like food banks, low-cost clinics, pregnancy support and more....

Family Health Hotline
1.800.322.2588
711 (TTY relay)

Programs of WithinReach



www.ParentHelp123.org