

Department of Social and Health Services

Olympia, Washington

**EAZ Manual**

Revision	# 718
Category	Applications for Assistance – Filing an Application
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**Summary**

**WAC 388-406-0010** – “How do I apply for benefits?”

**WAC 388-406-0012** – “What is the date of my application and how does it affect my benefits?”

The Community Services Division, Basic Food (BF) program policy unit has added some clarifying information to the EA-Z Manual under **Applications for Assistance – Filing and Application, WAC 388-406-0010, *How do I apply for benefits?*** Sub-paragraph (4.) was added to “Clarifying Information” under the **Application Forms** topic which establishes uniform procedures for handling multiple applications received from the same household in the same month or application processing period. There are now uniform procedures for handling additional applications when they are received **before** or **after** the initial application has been processed. BF policy also added a reference to these procedures in the “Worker Responsibilities” section for WAC 388-406-0012, *What is the date of my application and how does it affect my benefits?*

The addition of the text to the EA-Z Manual in this section did not change any rule or policy.

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## WAC 388-406-0010 How do I apply for benefits?

\*\*\* Placeholder only – no proposed changes to WAC 388-406-0010 \*\*\*

### CLARIFYING INFORMATION

#### THE FOLLOWING TOPICS RELATED TO THE ABOVE WAC ARE DISCUSSED BELOW:

- [Application Forms](#)
- [Name, Address, and Signature Requirements](#)
- [Informational Handouts and Supplemental Forms](#)
- [Review Alerts](#)
- [Interview](#)
- [Changes Made to Correct an Application](#)
- [Special Situations](#)

**NOTE:** For the purposes of the following section, the term "**local office**" refers to CSO, Social Security Administration, and HCS offices.

#### Application Forms

##### 1. Opportunity to apply:

Local offices must make application forms readily available and provide a form to anyone requesting one. Applying for benefits is separate from any other program requirements. We cannot refuse to give an application form to a client because they are not meeting other program requirements or for any other reason.

**NOTE:** We cannot require or ask that a TANF applicant participate in a WorkFirst activity before we give them an application form.

##### 2. Application filing:

A client has filed an application when we receive a request for benefits in the local office. We can't

require clients to use a specific form to request benefits. Examples of typical requests for benefits include:

- a. The ACES Request for Benefits (RFB);
- b. The name, address, and signature on the [DSHS 14-001\(X\) Application for Benefits](#) form;
- c. The name, address, and signature on the [DSHS 14-078\(X\) Eligibility Review](#) form; or
- d. **Part 1** of the online application.

### **3. Adding a request for assistance to a pending application for another program:**

- a. Clients can add a request for any benefits to a **pending** application without submitting a new 14-001. A person may make the request in writing by checking the appropriate boxes on the 14-001 form, dating and initialing the form, or they may make it verbally. A person may also add a request to an unprocessed eligibility review. Use the date the client added the new request as the date of application for the new program. See [WAC 388-406-0012](#).

#### **EXAMPLE**

Jenny has a pending application for Basic Food. At her intake interview she requests TANF. Add the TANF application to the Basic Food and note the date of request prominently in the ACES narrative.

#### **EXAMPLE**

Sam has a pending application for GA-U. At his intake interview the worker makes him aware that he may be eligible for Basic Food. He decides to pursue Basic Food. Add the Basic Food application to the GA-U and note the date of request prominently in the ACES narrative.

#### **EXAMPLE**

Maria has a pending application for Basic Food. At her telephone intake interview the worker makes her aware that she may be eligible for medical benefits. She decides to add a medical request. Add the medical application to the Basic Food and note the date of request prominently in the ACES narrative.

- b. If the application for the other program has already been processed, clients must submit a new application for Basic Food.

### **4. Handling multiple applications from the same household:**

- a. Additional applications received **before** we determine eligibility on the first application:
  - i. Do not deny the additional application(s);
  - ii. Review the application(s) for impact on eligibility or benefit level and whether the

household is applying for any additional programs that were not selected on the first application;

- iii. Document the case that additional application(s) were received and added to the original application;
- iv. Document in ACES to explain any additional information used to determine eligibility and/or benefit level;
- v. Consider requests for other programs using the date the additional application was received as the application date for the new program; and
- vi. Do not extend the Standards of Promptness period for the original application.

b. Additional applications received **after** we determine eligibility on the first application:

- i. If we denied the first application, treat this as an initial application according to WAC 388-406-0010;
- ii. If we approved the first application, review the additional application(s) to determine if household circumstances have changed. Take appropriate actions on any changes reported; and
- iii. Deny additional applications for the same program and same persons to avoid duplicate participation:
  - 1. Use reason code 587;
  - 2. Send out the required denial letter (if not system-generated); and
  - 3. Add text to explain that the application is being denied because the person(s) on the application is already receiving the requested benefits.

NOTE: When denying additional applications as described in (b)(iii) above, avoid creating a new AU if an old AU is available.

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### Name, Address, and Signature Requirements

\*\*\* Placeholder only – no proposed changes to remainder of this section \*\*\*

