

Department of Social and Health Services

Olympia, Washington

EAZ Manual

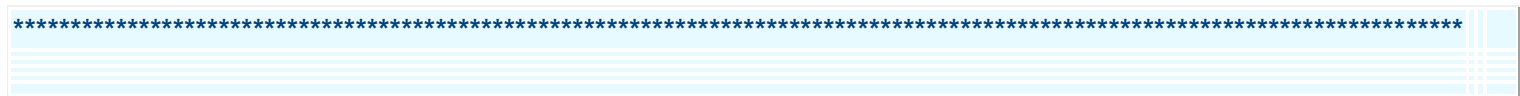
Revision # 889
Category Interview Requirements
Issued January 15, 2015
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Summary

The Worker Responsibilities for initial interview scheduling requirements under **WAC 388-452-0005**, "Do I have to be interviewed in order to get cash and Basic Food benefits? has been updated to be consistent with the Community Services Division (CSD) Operations Procedures Manual.

The changes reflect that all initial interviews for food benefits will be scheduled to occur by the seventh (7th) day after the date of application. This is the case for expedited and regular applications.

For a summary of the changes see EAZ manual track changes below:



Worker Responsibilities - [WAC 388-452-0005](#)

Offices that do not use scheduled interviews

Always attempt to complete an interview before sending out a letter to the client as stated in "first contact resolution above". If you cannot interview the client on the day they apply, send them a general correspondence letter using the interview template containing the following information:

- The benefits they applied for;
- That they must have an interview by the:

- ~~7th day after the date of application for expedited; or~~
- ~~Two weeks from the date of application for all other~~ cases;
- That they can come in or call Monday through Friday between 8:00am and 2:00pm for their interview;
- The location of your office;
- The number(s) to call in for phone interviews; and
- That they can call or come into the office during regular walk-in hours within 30 days of their application date even if they miss the deadline of the 7th day; and
- That if they do not have their interview within 30 days, they will need to reapply for benefits.