

Department of Social and Health Services

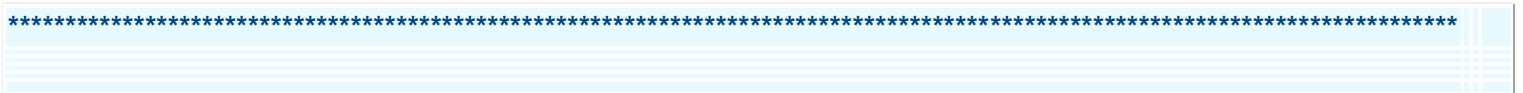
Olympia, Washington

EAZ Manual

Revision # 918
Category Time Limits for Processing
Issued 2/8/2016
Revision Author: Ezra Paskus
Division CSD
Mail Stop 45440
Phone 360-725-4611
Email ezra.paskus@dshs.wa.gov

Summary

Clarified Clarifying Information WAC 388-406-0035 #1 and added an Example and Note with a link to the Procedures Manual.
See below for edited text:



EXAMPLE:

Clarifying Information - WAC 388-406-0035

If an applicant for food assistance completes their interview late in the application process and we still need some information to determine eligibility, take the following steps:

1. Notify the client during interview and in writing (RFI letter) that if their household is to receive any benefits for the application month we must have the required information/verification no later than the 30th day from their application date. Continue to list the 10 day deadline to provide verification.

2. Inform the client that since the delay in processing the application is due to the household interviewing late, we must deny the application on the 30th day after the application has been submitted unless we have everything we need to determine eligibility.
3. Tell the client if we deny the application, we can reconsider the request if we have the information/verification by day 60 but benefits will be prorated for the second month from the date we receive the required information/verification.
4. Remember that if the 30th day falls on a holiday or weekend, deny the application the next business day.

EXAMPLE: Cliff applies for Basic Food on November 1st. He interviews on November 25th. The worker pends for verification. Because there are only 5 days until the 30th day, the worker enters December 10th as the due date on the RFI letter, but explains to Cliff that we will deny the application on November 30th unless we have all the verification required to determine his eligibility. The worker also explains that if we receive all verification to determine eligibility by the 60th day from the application date, we can approve benefits from the date the verification is received.

NOTE: For further information and canned text, see the [Procedures Manual](#).