

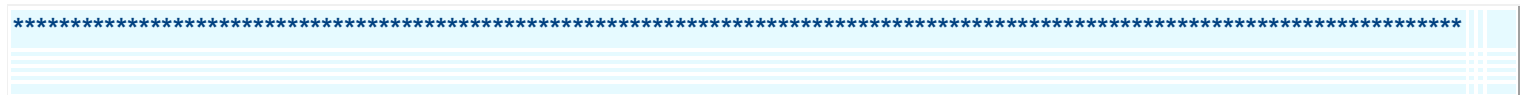
Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision #945
Category Time Limits for Processing
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Summary

Updated Clarifying Information WAC 388-406-0035 and 388-406-0040.

See below for edited text:



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 otherwise they will not receive benefits for the application month. ~~Continue to list the 10 day deadline to provide verification.~~
- ~~2.1. 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.~~
- ~~3.2.~~ Tell the client if we deny the application; we can reconsider the request if we have the information/verification by day 60. but bB Benefits will be prorated ~~for the second month~~ from the date we receive the required information/verification.

~~4.1. 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~~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 if we receive all verification to determine eligibility by the 60th day from the application date.

NOTE: ~~For further information and canned text, s~~See the [Procedures Manual](#): for further information.

Clarifying Information - WAC 388-406-0040

~~Even though the applying household may request additional time to provide information, if the household has caused a delay in processing the application and the additional time to provide information will take the due date past the 30th day after the application date, the worker must ACES will still deny the a food program application by the 30th day, or next business day if the 30th day falls on a weekend or holiday, even if the household requests additional time to provide information.~~ See [WAC 388-406-0040](#), #4.

Applications processed after the 30-day standard of promptness ~~will be are~~ considered untimely even if the household had the interview **before** the 30th day and we needed verification to determine eligibility for benefits.