

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision # 1040
Category Information Needed to Determine Eligibility
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Summary

Updated Worker Responsibility #5 under [WAC 388-406-0030](#) to better align with WAC (4) indicating that the department will allow more time unless the individual is refusing to cooperate with the application. See below for edited text:



Worker Responsibilities - [WAC 388-406-0030](#)

1. See [verification](#). Whenever possible, obtain verification by phone. For cash, food, and long-term care programs, verify an applicant's circumstances if needed to determine eligibility.
2. Use cross-matches and alerts whenever possible to verify a client's income or expenses.
3. Do not request a specific form to determine eligibility. For example, do not request a landlord statement. Instead, ask for what is needed to determine eligibility such as an address, household composition, and shelter costs. Give or send the client any departmental or approved local-office forms that would help give us the information we need to determine eligibility.
4. See [WAC 388-406-0040](#) for what to do if the application process is delayed.

5. When requesting further verification or requesting missing verification, ~~you can~~ allow a ten-day extension on the due date as under [WAC 388-406-0030](#), #4, as long as the client is not refusing to cooperate and/or the application processing time limits under [WAC 388-406-0040](#) haven't passed.
6. If the application process has been delayed due to the household interviewing late in the 30 day processing period, we cannot give a ten day extension.
7. The application must be denied by the 30th day (first business day after the 30th day if it falls on a weekend or holiday) if we don't have all the information we need to determine eligibility and the delay has been caused by the household.

