

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision # 1076
Category Interview Requirements
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Summary

Updated Clairfying Information under [WAC 388-452-0005](#) in regards to waiving interviews for those that meet ESAP waiver criteria.
See below for edited text:



Interview Requirements

Revised ~~January 4, 2017~~ March 23, 2020

Purpose:

This section explains when someone must have an interview for benefits, when we schedule an interview, and when Basic Food household's can have an authorized representative complete the required interview on the households behalf.

WAC 388-452-0005_ Do I have to be interviewed in order to get cash and Basic Food benefits?

- Clarifying Information and Worker Responsibilities

WAC 388-452-0010 What does the family violence option mean for TANF/SFA recipients?

- Clarifying Information and Worker Responsibilities

Clarifying Information - WAC 388-452-0005

1. When we require interviews:

- a. For cash assistance and Basic Food, we must interview a person at:
 - i. Application; and
 - ii. Eligibility review or recertification, if we haven't interviewed them in the last twelve months, unless they meet the [Elderly Simplified Application Project \(ESAP\)](#) criteria listed in #2.

EXAMPLE:

Kay and her two kids receive Basic Food and medical benefits. They are certified for these benefits through November. In October, she loses her job and applies for TANF benefits. Kay will need an interview for TANF and to recertify her Basic Food benefits.

2. When we don't require interviews:

- a) [Application for medical assistance only. We do not require an interview if someone applies for medical assistance only.](#)

EXAMPLE:

Mary applies for cash, food, and medical and is scheduled for an interview. Later, Mary withdraws her request for cash and food and only wants medical. Mary's worker denies the request for food and cash based on her request and can process the application for medical as there is no interview required.

- a)b) **Elderly Simplified Application Project (ESAP).** Basic Food assistance units that meet the following ESAP or Elderly Interview Waiver criteria do not need to complete an [recertification](#) interview for their Basic Food Eligibility Review:

- i. All members of the household are elderly (age 60) or disabled, as defined in [WAC 388-400-0040](#), at the time of processing the review;
- ii. No mandatory or applying household members have earned income;

- ~~ii.iii.~~ The paper or electronic eligibility review is complete;
- ~~ii.iv.~~ The household has provided all necessary verification or the verification is available through interfaces available to the department; and
- ~~ii.v.~~ No information provided is questionable.

~~Household member, for purposes of this waiver, includes only mandatory members and members who are receiving benefits in the assistance unit (even if not mandatory).~~

~~EXAMPLE: Tony and Bill submit a review for Basic Food. Tony is 53 and receives SSDI, and Bill is 63 and receives SSA retirement. The ER form is complete, and verification available through interfaces is not questionable. Both household members meet the requirements for ESAP. Tony and Bill aren't required to complete an Eligibility Review interview as Tony meets disability criteria and Bill meets the age requirement.~~

~~EXAMPLE: Bill and Erma submit a review for Basic Food. Bill is 60 and Erma is 63. Each of them get Social Security and Bill gets a pension from his union. Their claimed excess medical expenses have not changed since their initial application. Bill is not claiming a change in his pension income. The worker is able to verify the Social Security income, and Bill's pension was previously verified. Bill and Erma are not required to complete an Eligibility Review interview.~~

~~EXAMPLE:~~

~~Fran is 65 and her spouse is 60. The couple's only source of income is Fran's Social Security. Fran does-n'et need to complete an interview for their Basic Food application and will be sent a mail-in Eligibility Review.~~

~~EXAMPLE:~~

~~Jim is 70 and receives a pension from Germany. Jim did-n'et provide verification of his current monthly pension amount with his eligibility review. Jim will need to complete an interview for Basic Food and provide current verification of his income.~~

3. Terminating an ESAP waived client.

- ~~b)a)~~ We can't terminate Basic Food benefits for households meeting the waiver criteria for failure to complete an interview.

~~EXAMPLE: Claire meets the ESAP waiver criteria. However, the worker that completed her application certification did-n'et change the system indicator to make her recertification mail-in only. Because the system wasn't changed, Claire was sent a notice that she needs to call in for her Eligibility Review interview. The worker processing her Eligibility Review notes-documents that Claire meets the ESAP waiver criteria and processes her Eligibility Review without an interview.~~

~~**EXAMPLE:** Bernice meets the ESAP waiver criteria; the system indicator was not changed on her case, and she was sent a notice to call in for her Eligibility Review. Her case was terminated for failure to complete the reapplication. When she calls the following month, the worker notices that ESAP was not coded, and she should have been recertified without an interview. Because the client is on the phone, the worker interviews the client, changes the system coding to reflect ESAP, and reinstates benefits.~~

e)b) _____ We can't terminate Basic Food benefits for households that appear to be ineligible at recertification without interviewing them.

EXAMPLE: Stan meets ESAP Waiver criteria. His Eligibility Review indicates an increase in his pension amount. The worker is able to verify the income and the change would terminate Stan's Basic Food benefits. The worker must attempt to interview Stan, following interviewing procedures.

~~We must verify excess medical expenses for ESAP waiver households. See **Income - Effect of income on Eligibility and Benefit Level.**~~

~~**EXAMPLE:** Bill and Erma submit a review for Basic Food. Bill is 60 and Erma is 63. Each of them get Social Security and Bill gets a pension from his union. Their claimed excess medical expenses have not changed since their initial application. Bill is not claiming a change in his pension income. The worker is able to verify the Social Security income, and Bill's pension was previously verified. Bill and Erma are not required to complete an Eligibility Review interview.~~

4. Medical Expenses. We must verify excess medical expenses for ESAP waiver households. See **Income - Effect of income on Eligibility and Benefit Level.**

EXAMPLE: ~~Claire-Clarissa~~ submits an Eligibility Review for Basic Food. ~~Claire-She~~ lives with her son Robbie, but he is on his own Basic Food AU. ~~Claire-Clarissa~~ is 71 years old. Her only income is Social Security. She claimed no medical expenses at her initial interview. Now she is claiming \$250 monthly payment to St Joseph's Hospital. The worker is able to verify her income; however, they are n't able to verify medical expenses. The worker calls ~~Claire-Clarissa~~ to complete an Eligibility Review interview.

~~**2. Application for medical assistance only. We do not require an interview if someone applies for medical assistance only.**~~

EXAMPLE:

~~Fran is 65 and her spouse is 60. The couples only source of income is Fran's Social Security. Fran does not need to complete an interview for her Basic Food application and will be sent a mail in Eligibility Review.~~

EXAMPLE:

~~Jim is 70 and receives a pension from Germany. Jim did not provide verification of his current monthly pension amount with his eligibility review. Jim will need to complete an interview for Basic Food and provide current verification of his income.~~

EXAMPLE:

~~Kay and her two kids receive Basic Food and medical benefits. They are certified for these benefits through November. In October, she loses her job and applies for TANF benefits. Kay will need an interview for TANF and to recertify her Basic Food benefits.~~

EXAMPLE:

~~Mary applies for cash, food, and medical and is scheduled for an interview. Later, Mary withdraws her request for cash and food and only wants medical. Mary's worker denies the request for food and cash based on her request and can process the application for medical as there is no interview required.~~

Phone interviews

Note: People do not need to claim a hardship in order to have a phone interview. We can interview anyone by phone regardless of their circumstances.

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Worker Responsibilities - WAC 388-452-0005

1. First contact resolution

Attempt to complete a face to face interview when a client submits their application in person at a CSO. Follow the procedure for screening applications in the [CSD Procedure Manual](#) if the application doesn't meet same day service criteria.

2. Scheduled interviews

For scheduled interviews, set up the interview [enough](#) in advance to allow the person 10 days to give us the information we need before the end of their certification period or 30-day processing period. When possible, set up an interview time that fits with a person's work or other circumstances, including offering a phone interview.

EXAMPLE:

Marissa turns in her [Eligibility Review](#) form for Basic Food on June 12th. Her certification period ends on June 30th. Schedule the interview to be done by June 20th, so she has 10 days to give us the information we need before her certification period ends.

NOTE:

Schedule the interview in ACES in order to ensure that households receive the required Notice Of Missed Interview (NOMI) letter overnight if we don't complete the interview function on the date of the scheduled interview.

3. Missed Interviews

If a client misses a scheduled interview, they will receive the notice of missed interview informing them to contact us to reschedule the interview. If they contact us to reschedule, use the time to complete the interview rather than rescheduling another appointment.

4. 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:

NOTE:

~~Schedule the interview in ACES for the 7th day from the date of application request. This will ensure that households receive the required Notice Of Missed Interview (NOMI) letter overnight if we don't complete the interview function on the date of the scheduled interview.~~

- The benefits they applied for;
- That they must have an interview by the 7th day after the date of application for all cases;
- That they can come in or call Monday through Friday between 8:00am and 3:00pm for their interview;
- The location of your office;
- The number(s) to call in for phone interviews;
- 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. ~~and~~

NOTE:

Schedule the interview for the 7th day from the date of application request. This will ensure that households receive the required Notice Of Missed Interview (NOMI) letter overnight if we don't complete the interview function on the date of the scheduled interview.

- ~~○ 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.~~

5. Interpreter Services

If someone has Limited English Proficiency, arrange for interpreter services as allowed under Chapter 388-271 WAC. See: [Limited English Proficiency \(LEP\)](#).

6. Conducting the Interview

- a. Review all completed forms with the person as described below:
 - i. Make sure they have correctly filled out all the forms you need;
 - ~~i.ii.~~ ii. Confirm the information in the application – Resolving any unclear, incomplete, or inconsistent information with them; and
 - ~~ii.iii.~~ iii. Get the proof you need about their circumstances as described in **VERIFICATION**.
- b. See **APPLICATIONS - Information Needed to Determine Eligibility** to decide if the person completed all the forms you need
- c. Review the **DSHS 14-113(X), "Your Rights and Responsibilities"** with the person and give them a copy of the form. Document that you reviewed the form with the person and gave them a copy. See: **RIGHTS** for information.
- d. Inform Mandatory ABAWD clients of their work requirements per WAC 388-444-0030 and review Form DSHS 11-034b.
- ~~a.e.~~ Inform household of their reporting requirements per [WAC 388-418-0005](#).
- ~~e.f.~~ Inform household if they are required to complete a mid-certification review at 6 months.

NOTE:

The Rights & Responsibilities form submitted with an online Application or Eligibility Review Form is considered electronically signed. Another paper form **does not** need to be sent to the client.

6.7. Client Demographics on Race-/Ethnicity

- a) Inform clients that we must collect racial & ethnic information for statistical reporting requirements and that the information has no impact on eligibility.
- b) Ask clients to self-identify their racial and ethnic group.
- ↔c) If the client chooses not to identify a race-/ethnic group, make a visual determination where possible and record this information in the demographics. This is required under federal regulations.
- ↔d) Allow the household to update this information by self-identifying if they choose to do so.

7.8. Referrals

Based on the household's circumstances, make referrals to the appropriate resource or specialists including:

- ABAWD Navigator referral – See ABAWD
- Incapacity Specialist - see [Incapacity](#)
- FRED Worker - see [Fraud](#)
- Refugee Caseworker - see [Refugee Assistance](#)
- Teen Parent Caseworker - see [Teen Parents](#)
- First Steps Caseworker - see [Pregnancy and Women's Health](#)
- Washington State Department of Veterans Affairs - see [Veteran's Referrals](#).
- [Domestic violence advocate, available in most offices](#)
- [_____](#)

8.9. TANF Family Violence Screening

Complete screenings for family violence on TANF households as described below:

NOTE: See [WAC 388-452-0010](#) for additional information about Family Violence

- a. Review the application or eligibility review form to determine if the person claims "good cause" for not helping the Division of Child Support (DCS) establish paternity and collect child support. This may be the first sign that family violence is an issue.
- ~~b.~~ Review the Family Violence Option with the individual.
- ~~a.c.~~ Explain WorkFirst work activities and eligibility requirements.
- ~~b.d.~~ Tell the individual about cooperation and referrals, including the right to ask for a referral at any time while receiving benefits.
- ~~e.e.~~ After the individual understands the Family Violence Option, screen the individual for family violence using the "Family Violence Screening/Evaluation" in eJAS.
- ~~d.f.~~ Tell the individual that they only need to answer "yes" or "no" to each question. The individual does not have to explain their answers.
- ~~e.g.~~ If the individual answers "no" to any of the questions, determine an appropriate work activity.
- ~~b.h.~~ If the individual answers "yes" to any of the questions, provide them with referral information to local resources and determine an appropriate WorkFirst approved activity. Referrals may include one or more of the following:
 - i. Shelters for battered individuals or families;
 - ~~i.ii.~~ ii. Medical services;
 - ~~ii.iii.~~ iii. Family and domestic violence hot lines;
 - ~~iii.iv.~~ iv. Emergency help for individuals or families fleeing family violence;
 - ~~iv.v.~~ v. Legal counseling and advocacy, including initiation of legal proceedings;
 - ~~v.vi.~~ vi. Mental health care, counseling and support groups;
 - ~~ii.~~ ii. Other available services.
 - ~~iii.vii.~~ vii.