

Department of Social and Health Services

Olympia, Washington

**EAZ Manual**

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Category	Completing the Process
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Revision Author:	Kathryn Gussett
Division	CSD
Mail Stop	45440
Phone	(509)290-8435
Email	gussekr@dshs.wa.gov

**Summary**

Updating references to reflect Legislative changes to sanction policy

Completing the Process

Revised [July 01, 2021](#)

Purpose:

This section contains rules and procedures related to application approvals, denials and withdrawals, including notification requirements, eligibility effective dates for approved applications, limits on denial actions, and when we may reconsider a denied application.

[WAC 388-406-0050](#) How do I know when my application is processed?

[WAC 388-406-0055](#) When do my benefits start?

- [Clarifying Information and Worker Responsibilities](#)

[WAC 388-406-0060](#) What happens when my application is denied?

- [Clarifying Information and Worker Responsibilities](#)

[WAC 388-406-0065](#) Can I still get benefits even after my application is denied?

Deleted:

- [Clarifying Information and Worker Responsibilities](#)

Worker Responsibilities -[WAC 388-406-0055](#)

Processing an NCS Application:

See **WORKER RESPONSIBILITIES Non-Compliance Sanctions (NCS) Re-Applicants** in [WorkFirst Sanctions - Participation](#).

Worker Responsibilities -[WAC 388-406-0065](#)

**1. Reconsidering a Denied Application**

If the applicant provides only part of the information we need per the timelines in [WAC 388-406-0065](#) (1), take the following actions:

2. Review the case to see if we can determine eligibility for each program based on what we have received; and
3. Send the applicant a letter advising of our reconsideration decision for each program. This includes:
  - a. An approval letter if we can determine they're eligible;
  - b. A new denial letter if we are able to determine they're ineligible; or
  - c. A second denial letter indicating the original denial reason and effective date stands and why.

EXAMPLE: We request verification of income, residence, and utilities due by 5/15. This isn't provided, and we send a denial letter on 5/20. The applicant then provides the residence and income verification on 5/30. This is within 30 days of the denial, and is sufficient to determine eligibility. We approve benefits from the appropriate date and advise the applicant in the approval letter that utilities weren't considered in the benefit decision, as that requested verification wasn't provided.

EXAMPLE: Same as above, but the applicant provides only the income verification. This information shows them to be over the program's gross income standard. We send a new denial letter to the applicant advising of the change in denial reason.

EXAMPLE: Same as above, but the applicant provides only the residence verification. We can't determine eligibility without the income information. We send a letter to the applicant advising that we received the partial information, but the denial from 5/20 stands as we still don't have the income and utility verification we require.

4. NCS Re-applicants who failed to complete their 28 day participation:

See **WORKER RESPONSIBILITIES Non-Compliance Sanctions (NCS) Re-Applicants** in [WorkFirst Sanctions - Participation](#).