

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision # 1288
Category Completing the Process
Issued 07/22/2024
Revision Author: Natalie Gonzalez
Division CSD
Mail Stop 45440
Phone 564-200-4040
Email natalie.gonzalez@dshs.wa.gov

Summary

Updated worker responsibilities under WAC 388-406-0060 to align with current automation. Also made minor cosmetic changes (e.g., correcting numbers and spacing).

Updated July 22, 2024

See below for edited text:

Worker Responsibilities - WAC 388-406-0060

If a basic food applicant doesn't show for the required initial-eligibility interview within the 7-day interview window:

1. ~~Send a letter immediately~~ACES sends a Notice of Missed Interview informing the applicant to ~~contact call their worker~~the number on the letter for either the call center or the HCS officecontact the department by phone or in person to schedule another appointment for an interview by the 30th day.

- 1-2.ACES automatically denies a pending basic food AU in overnight processing ~~after on the 30th day from date of application~~ regardless of whether an interview has been initiated ~~on the~~

~~30th day from date of application.~~ If the 30th day falls on a weekend or a holiday, the denial occurs in overnight processing ~~on~~after on the ~~following~~next business day.

~~2. If a basic food applicant fails to show for the second interview:~~

~~a. Continue the case as pending if the interview is scheduled before the 30th day.~~

~~b. Deny ACES will deny the application on the appointment date if the interview is scheduled after the 30th day.~~

~~3. Deny ACES will deny the application on the 30th day if the household doesn't reschedule the interview. If the 30th day falls on a weekend or holiday, the applicant has until the close of the next business day to complete the interview. Send the denial letter on the next working day if the interview isn't completed.~~

NOTE: If an applicant is applying for classic medical as well as other programs, they aren't required to interview for the classic medical. Most other programs require an interview. The worker must *manually track* the other assistance units and deny the application on the correct date.