DSHS
WASHINGTON STATE Department of Social and Health Services

Your Cash and Food Assistance Rights and Responsibilities

Client Name (Head of Household)
Client ID Number

Your Responsibilities (You Must)

- **Give us the information we need to decide if you are eligible.**
- **Give us proof when it is needed.** We may be able to get it for you. The information that you give the department is subject to verification by federal and state officials. Verification can include follow-up contacts from department staff including fraud investigators.
- **Information reported to the Department of Social and Health Services** may affect eligibility for health care coverage administered by the Health Care Authority and the Health Benefit Exchange.
- **Report changes** (e.g. address, income, etc.) as required in WAC 388-418-0005. Report them by the 10th of the next month.
- **Cooperate with the Division of Child Support (DCS)** if you accept a TANF grant. You must help DCS establish, modify, or enforce child support for the child(ren) in your care, and establish parentage (if necessary) as required in WAC 388-422-0005. You may refuse to cooperate with DCS if you can show that you have a good reason to believe that cooperating with DCS puts you, your children, or the children in your care at risk of harm from the noncustodial parent.
- **Apply for** and make a reasonable effort to get potential income from other sources when you ask for or receive cash assistance.
- **Complete required reports and reviews.**
- **Follow work requirements** for cash assistance and food assistance.
- **Tell us** if you want someone else to use your food assistance on your behalf.
- **Cooperate with our Quality Control reviews.**
- **Use food assistance** only to buy food for the members of your household.
- **Use cash assistance** only for the benefit of members of your household.
- **You must provide Social Security Numbers** (SSN) or immigration status only for people applying for assistance. If you choose not to give SSNs or immigration status for non-applying household members, all household members' income and resources must still be verified, if needed, to determine eligibility.

Your Rights (We Must)

- **Accept an application** with your name, address, and signature or the signature of your authorized representative.
- **Help you fill out DSHS forms.**
- **Process** your request for food assistance within seven (7) days if you qualify for expedited service.
- **Give you a receipt** if you ask for one when you provide documents.
- **Give you a written decision,** in most cases, within 30 days.
- **You may refuse to speak to a Fraud Early Detection** (FRED) investigator from the Office of Fraud and Accountability. You do not have to let the investigator into your home**.** You may ask the investigator to come back at another time. This will not affect your eligibility for assistance.

Your Rights (We Must) Continued

- **You may ask for an administrative hearing** if you disagree with a decision the department makes on my case. You may also ask a supervisor or administrator to review the disputed decision or action without affecting your rights to an administrative hearing.
- **We must inform you** of the 60-month time limit rule under the Temporary Assistance for Needy Families (TANF) program. This time limit does not apply to your Basic Food, or childcare subsidies.

Things You Should Know About your EBT Card

- **Misuse of Benefits:** Food and cash benefits distributed through the EBT card will provide DSHS with a history of transactions where you have used your benefits. The department will use transaction information in investigations of misuse of cash assistance benefits or the exchange of food assistance benefits for cash or other items of value (trafficking).
- **EBT card replacement:** We may charge for replacement EBT cards. Keep your EBT card and your personal identification number (PIN) safe and secure.
- **High Balance EBT Cards:** If you do not use your benefits for months at a time or accumulate a high balance after several months, we may contact you to review your situation or your need for benefits.

Things You Should Know (Basic Food)

- **We do send information** about persons applying for Basic Food to other Federal agencies to check that the information is correct. If any information is incorrect, the persons who apply may not get Basic Food. If a person provides information that they know is incorrect, they could be criminally prosecuted. Penalties for intentionally breaking Basic Food rules vary from disqualification from the program, to fines, or possibly imprisonment.
- **If you sell, attempt to sell, exchange or donate your food assistance** for anything of value such as cash, drugs, weapons, or anything other than food from an authorized retailer (trafficking), you may be disqualified from receiving food assistance benefits for a minimum period of one year up to a maximum lifetime disqualification on the first offense. This disqualification continues even if you leave the State of Washington and apply for benefits in another state.
- **If you are required to participate in Basic Food work requirements**, and fail to participate, you can be disqualified for one month and until you comply with work requirements for the first failure; three months and until you comply for the second failure; and six months and until you comply for the third time and each time thereafter.
- **You may be removed from the Basic Food program** for breaking a Basic Food program rule as described in the Basic Food penalty warning listed on this page.
- **Report household expenses if you want the department to include these costs for Basic Food.** If you don't report and provide proof of these expenses, then you are stating you don't want us to use these expenses to decide if you can get more Basic Food.

Things You Should Know (Cash - TANF)

By getting Temporary Assistance for Needy Families (TANF) you assign your child and spousal support rights to the Division of Child Support. This means that DCS may keep back support (arrears) that accrues while you receive TANF. DCS will send you current support collected while you receive TANF.

- **You must tell DCS immediately if you received child support payments or benefits f**or the child while on TANF.
- **If you stop getting TANF** you must tell DCS about any changes that affect child support, such as if the child no longer lives with you or your address changes.
- **If you get TANF**, **you may ask for extra money** to help pay for temporary emergency housing costs.

Things You Should Know (Cash - RCA)

By getting Refugee Cash Assistance (RCA):

- **You must be a single or married individual without children in the household.** You must tell us if you become pregnant or must care for a child because you may be eligible for a different cash benefit program.
- **You are eligible to receive up to twelve (12) months of Refugee Cash Assistance** based on your immigration status and the date you became eligible for federal refugee programs and services.
- **You must participate in employment and training services** within 30 days of receiving assistance, which could include activities to help you get a job or learn English. You may not have to participate in these services if you have a severe or chronic disability, must be at home to care for another adult with disabilities, are 60 years old or older, or are a victim of family violence.
- **As part of the requirements of employment and training services**, you must attend all job interviews, accept reasonable job offers (unless it would be contrary to a union agreement of which you are a member or the job is vacant due to a labor dispute), and may not quit a job without a good reason, as determined by us.
- **You have the right to appropriate work and employment and training services.** All jobs and employment and training services must be safe, non-discriminatory, include activities that are within the scope of your individual employment / education service plan and that you can perform on a regular basis, involve hours that are typical for the work, and be within a reasonable commute time (no longer than two hours or what is acceptable for the area). Training services must be likely to lead to you getting a job and wages must meet or exceed minimum wage or must not be significantly less than what is normally paid for similar work.
- **If you're required to accept a job offer or participate in RCA employment and training services,** and fail to do so, your assistance will be stopped or reduced. Reductions are three months for the first non-participation and six months for each non-participation thereafter.
- **You must report to us any income if you get a job** by the 10th of the next month.
- **If you are disabled, blind, or over 65 years old**, you can receive RCA while you apply for other assistance programs with the Social Security Administration (SSA). We will help you apply for those programs. Once you are approved for an assistance program with SSA, your RCA benefits will stop.
- **You cannot get RCA** if, within 30 days before your application you quit your job or refused a reasonable job offer without a good reason.

Civil Rights and Nondiscrimination Statement

In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family / parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. **Mail**: USDA Food and Nutrition Service, 1320 Braddock Place, Room 334 Alexandria, VA 22314; or
2. **Email**: FNSCIVILRIGHTSCOMPLAINTS@usda.gov.

This institution is an equal opportunity provider.

By signing below, I am stating I have had my rights and responsibilities on receiving DSHS benefits and programs explained to me. I understand if I refuse to sign this document it does not affect my eligibility, but I am still held responsible for program requirements and subject to program or criminal penalties that apply.

Applicant's Signature	Date	Co-Applicant's Signature	Date

DSHS Staff ACES ID: ☐ Refused to sign.