

DSHS Summer EBT Client Rights and Responsibilities – August 2025

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.
- **Complete required reports and reviews.**
- **Cooperate with our Quality Control reviews.**
- **If you sell, attempt to sell, exchange or donate your SUN Bucks Card** 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.

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 Summer EBT within fifteen (15) days if you qualify
- Give you a receipt if you ask for one when you provide documents.
- **You may refuse to speak to a Fraud Early Detection (FRED) investigator** from the Office of Fraud and Accountability.
- **We do send information** about persons applying for Summer EBT to other federal agencies to check that the information is correct. If any information is incorrect, the persons who apply may not get Summer EBT Benefits. If a person provides information that they know is incorrect, they could be criminally prosecuted. Penalties for intentionally breaking summer EBT rules vary from disqualification from the program to fines, or possibly imprisonment.
- **You may ask for an administrative hearing** if you disagree with a decision the department makes on your case. You may also ask a supervisor or administrator to review the disputed decision or action without affecting your rights to an administrative hearing.
 - **Fair Hearing Rights** All fair hearing requests related to program eligibility, determinations, notices, and expungements must be made within 90 days following the end of the operational summer period.
 - Information on fair hearing rights and responsibilities, including instructions on how to appeal and a reminder that they may reapply at any time, will be provided to households through:

- Written correspondence accompanying their Notice of Actions within 15 operational days after receiving a complete application.
- The Summer EBT Contact Center.
- A public-facing Summer EBT website.
- All fair hearing correspondence with households will be in an understandable and uniform format and, to the maximum extent practicable, available in several preferred languages for limited English proficiency households.
- **Handling Fair Hearing Requests** Households can request fair hearings directly through the Summer EBT Contact Center. DSHS will promptly schedule a fair hearing and may defend the decision to take adverse action via the fair hearing process. DSHS will adhere to fair hearing requirements outlined in [7 CFR 292.26](#) to ensure due process.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

1. **Mail:** Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria VA 22314;
2. **Fax:** (833) 256-1665 or (202) 690-7442;
3. **Email:** <mailto:FNSCivilRightsComplaints@usda.gov>

This institution is an equal opportunity provider.