

Department of
Social and Health
Services Olympia,
Washington
EAZ Manual

Revision #1169
Category Reporting Requirements
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Summary

Updated section (F – Department of Corrections Reports) to expand on a recently implemented rule that inactivates a client’s EBT card when the department verifies they are incarcerated over 30 days in efforts to safeguard their EBT card from potential fraudulent usage.



d. A Lottery or Gambling Win:

- Information provided by the Washington State Lottery data match is verified upon receipt. Staff must take appropriate action to close the case if the client has winnings over \$3,500. See [Lottery or Gambling Disqualification for Basic Food](#).

e. Other Reports:

- Tickles or alerts from sources not verified upon receipt are considered third-party reports. Determine how to treat these tickles or alerts based on how we treat third-party reports.

f. Department of Corrections Reports and Incarceration: We have to act on Department of Corrections match tickles. These matches are from a primary sources, however, because the tickles are based on data we receive once a month, we must verify the tickles data.

Use FORS to determine whether the client is still incarcerated. Remove the incarcerated client from the basic food or cash household with adequate notice if they are incarcerated more than 30 days.

When the department verifies a client is incarcerated over 30 days, we suspend EBT benefits to prevent fraudulent use. Take the following steps when receiving notification that someone is verified to be incarcerated over 30 days:

- Submit a “Suspension of EBT benefits due to Incarceration” request
- Document the actions taken and reason for suspension of the EBT account
- Include canned text in the termination letter informing of the reason for termination and how to reactivate benefits

When a client contacts the department to report they are no longer incarcerated, request reactivation of benefits and document case action. Benefits will be available within 48 hours of notification they are no longer incarcerated. Contact to the department is also considered a request for reinstatement or application.

f. Department of Corrections Reports:

- ~~We have to act on Department of Corrections match tickles. These matches are from a primary sources, however, because the tickles are based on data we receive once a month, we must verify the tickles data.~~
- ~~Use FORS to determine whether the client is still incarcerated. Remove the incarcerated client from the basic food or cash household with adequate notice if they are incarcerated more than 30 days.~~

g. SSA Death Alerts

- We must take action on alerts from SSA of a client's death. This information is not considered verified upon receipt. Use DOH web portal to verify a client's death.