

Department of Social and Health Services

Olympia, Washington

**EAZ Manual**

Revision # 691

Category Applications for Assistance - Filing an Application

Issued **September 28, 2009**

Revision Author: Don Winslow

Division CSD

Mail Stop 45470

Phone 360-432-2018

Email [winsldg@dshs.wa.gov](mailto:winsldg@dshs.wa.gov)

**Summary**

Name, Address, and Signature Requirements

1. Name & address:

If we receive an application without a name or address to contact the client we make any reasonable effort we can to contact the client to find out who the client is and where they can be reached. If the client is in the office, we ask the client for an address where they can be reached.

a. Homeless applications:

If we receive an application that includes a name and signature, but is marked "homeless" and/or does not indicate a mailing address, it is still considered a valid application and must be screened. Make a reasonable attempt to locate an address or phone number for the client. This can be done by searching the electronic case record, case narrative or remarks, online directories, etc. Even if contact information is not available, an appointment letter must be sent to the applicant. Address the letter in the client's name to General Delivery for the municipality indicated on the application. If no municipality is indicated, send the appointment letter to the client by General Delivery for the nearest municipality. The application must be processed in accordance with the Standards of Promptness guidelines in WAC 388-406-0035.

## WORKER RESPONSIBILITIES

### 1. Request for benefits:

- a. If a client wants to apply for benefits by mail, send the client an application for benefits form the same day the client makes the request.
- b. If a client asks for help or appears to need help completing an application, help the client complete the form. See [NECESSARY SUPPLEMENTAL ACCOMMODATION \(NSA\)](#).
- c. WASHCAP clients who are opting out must apply for Basic Food. These applications from WASHCAP clients must be screened for Basic Food eligibility.
  - i. If the client meets the criteria under [WAC 388-492-0040](#), request a case transfer from the WASHCAP Unit and treat the request as you would other applications for Basic Food benefits.
    - A. If the client fails to complete the application process, deny Basic Food and transfer their case back to the WASHCAP Unit.
    - B. If the client is found eligible, change them over to Basic Food as of the first of the month following the date that the application was received.
  - ii. If the client does not meet the criteria under [WAC 388-492-0040](#), forward the application to the WASHCAP Unit.

### 2. Screening:

- a. Screening gathers preliminary information to determine what programs a client may be eligible for. We also screen for certain services such as:
- b. Expedited services;
- c. Emergency services (e.g., AREN);
- d. Social services (e.g., child care); and
- e. Necessary Supplemental Accommodation (NSA) services.

3. NOTE: If we accept an application for assistance in accordance with the requirements of WAC 388-406-0010(6), it must be screened. When an applicant's date of birth (DOB) is not provided or otherwise available during the screening process, a DOB must be indicated to complete the process. In this situation, staff may screen the application using a fictitious DOB. However, an explanatory note for the intake worker should be placed in the client's ECR under the "Client#" tab.

3.4. When no Social Security Number (SSN) is provided or otherwise accessible to staff for a member of the applying household, the "SSA/SSN Referral" field on the client's DEM1 screen in ACES must be coded appropriately to allow the client additional time to provide the information.