

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision # 701
Category Interview Requirements
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Summary

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Amended rule to reflect that interviews can be in the office or over the phone without a requirement for the worker to determine or document that an in-office interview would be a hardship on the household.

Included option for office to conduct scheduled interviews or to allow clients to come into the office or call in during business hours to conduct a required interview.

WORKER RESPONSIBILITIES

Added section on first-contact resolution to provide priorities of interviewing at time of application when possible, followed by contacting the client to complete the interview, and then scheduling an appointment or sending the household a letter with the local office address, phone number, and interview hours.

Added section on when the household requests to reschedule an interview. Recommended that staff complete the interview if possible rather than rescheduling.

Provided elements to include in a general correspondence letter to clients if staff can't interview someone at time of application. (Offices that don't schedule interviews)

Added note for staff to ensure MISC screen is coded with 5th day from date of application for expedited cases and 15th day from date of application for other cases. This date is necessary to generate the federally-required Notice of Missed Interview (NOMI).