

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision 1271
Category: Civil Rights
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Summary

Updated Worker Responsibilities #8 to reflect new requirements on racial and ethnic coding.

Updated 02/12/2024
See below for edited text:

Worker Responsibilities - [WAC 388-426-0005](#)

1. **Explain why we made the decision and the rules we used.**
2. **Tell people about their options:**
If someone disagrees with a decision, tell them the options they have to review our decision, including:
 - a. How to make a complaint
 - b. Their right to talk to a supervisor
 - c. Their option to call customer relations at 1-800-865-7801
 - d. Their right to ask for an administrative hearing
3. **Verbal complaints of discrimination:**
When someone states they were discriminated against, ask them to write down the

complaint. If they can't or won't write down the complaint, write down the details of the complaint for them.

4. When someone wants to make a complaint:

- a. Help them write down their complaint as needed;
- b. Give them the number for customer relations if they ask for it; and
- c. Get the complaint to the person who supervises the client's worker right away.

5. Civil rights complaints:

- a. Tell the person they can file a discrimination complaint about the Basic Food program directly with the US Department of Agriculture - Food and Nutrition Service. Help the person with the complaint as needed and give them the options of how to submit the complaint. If the person is applying for or gets food assistance, give them [DSHS 22-552](#) - *Nondiscrimination in the Basic Food Program* brochure / complaint form.
- b. If the client is applying for or gets benefits from other programs, give them [DSHS 22-171](#) - *Nondiscrimination Policy* brochure / complaint form.
- c. Help the person write down their complaint as needed;
- d. Get the complaint to the person who supervises the client's worker right away.
- e. Give them the number for customer relations if they ask for it.

6. Discrimination complaints log:

All local offices must keep a discrimination complaints log. The log must record the following information:

- a. Date of complaint
- b. Name, address, telephone number, and client ID of the person making the complaint
- c. The specific location and name of the agency that authorizes the benefits
- d. Type of complaint (race, color, sex, political beliefs, etc.)
- e. The names, titles, and business addresses of people who may know about the action or decision in the complaint
- f. How we addressed the complaint and the date we did this
- g. A copy of the written response to the complaint

7. Mandatory Civil Rights Training:

Every year, all staff must complete the online civil rights training by the end of February using the DSHS Learning Center. **Completion of this training is monitored, and staff will receive a reminder if they have not completed the training on time.**

8. Client Demographics on Race / Ethnicity at interview:

- a. At interview, inform clients we must collect racial and ethnic information for statistical reporting requirements and that the information ~~has no impact on~~does not affect eligibility.
- b. Ask clients to self-identify their racial and ethnic group.
- c. If the client chooses not to identify a race / ethnic group, ~~make a visual determination where possible and record this information in the demographics.~~code select Spanish origin ascode 000 (unreported) and Race ascode 999 (unreported), and document the client's decision. This is required under federal regulations.
- d. Allow the household to update this information by self-identifying if they choose to do so.