

Department of Social and Health Services  
Olympia, Washington

**EAZ Manual**

Revision #1317  
Category Information about Letters  
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**Summary**

Updating the clarifying information under WAC 388-458-0011 and WAC 388-458-0030 to ensure that correct gross income limit is used when denying a non-CE household and terminating a CE Household.

Updated January 31, 2025  
See below for edited text:

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## Information about Letters

Revised [January 31, 2025](#) ~~[July 16, 2020](#)~~

### **Purpose:**

WAC 388-458-0002 The department of social and health services (DSHS) sends you letters to tell you about your case.

- [Clarifying Information and Worker Responsibilities](#)

WAC 388-458-0011 DSHS sends you a denial letter when you can't get benefits.

- [Clarifying Information](#)

WAC 388-458-0016 DSHS sends you an approval letter when you can get benefits

- [Clarifying Information and Worker Responsibilities](#)

WAC 388-458-0020 You get a request letter when we need more information.

- [Clarifying Information and Worker Responsibilities](#)

WAC 388-458-0025 We send you a change letter if the amount of benefits you are getting is changing.

- [Clarifying Information and Worker Responsibilities](#)

WAC 388-458-0030 We send you a termination letter when your benefits stop.

- [Clarifying Information](#)

WAC 388-458-0035 Why do you give me ten days notice before you reduce or stop my benefits?

WAC 388-458-0040 What happens if I ask for a fair hearing before the change happens?

- [Clarifying Information](#)

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## Clarifying Information - WAC 388-458-0002

Letters are sent to clients in their primary language. ACES supports eight languages besides English:

- Cambodian
- Chinese
- Korean
- Laotian
- Russian
- Spanish
- Vietnamese
- Somali

## Worker Responsibilities - WAC 388-458-0002

When sending letters to the client, use the client's current mailing address. If the client ~~did~~ not provide a current mailing address on the application, send the letter to the last known address.

### NOTE:

This internal DSHS website can only be accessed by DSHS staff or persons who have been authorized by the department.

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## Clarifying Information - WAC 388-458-0011

- See [APPLICATIONS](#) for the timeframes to process the application.
- [When denying a basic food application because the household is over the gross income limit, the letter must specify the income limit for the household size:](#)
  - [Categorically eligible – gross income limit 200% FPL. \(see Categorical Eligibility for Basic Food\)](#)
  - [Not categorically eligible – gross income limit 130% FPL.](#)

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## Clarifying Information - WAC 388-458-0016

- EBT information is included on this letter. See [BENEFIT ISSUANCES](#) for information about EBT.

## Worker Responsibilities - WAC 388-458-0016

- If you are approving more than one type of assistance on the same letter, list the type and benefit amount for each type of assistance separately. ~~Do not~~Don't combine or list amounts without a program reference.

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## Clarifying Information - WAC 388-458-0020

1. Information or action needed depends on the type of assistance.
2. Additional rules about providing information or taking required action is found in **APPLICATIONS** and **VERIFICATION**.
3. If the client provides the information or takes the action within the 10-day notice period:
  - a. Continue benefits at the same amount if the action or information ~~does not~~doesn't result in a reduction of benefits.
  - b. Treat the information or action as a newly reported change if it causes a reduction in benefits.
4. See **VERIFICATION** for information about paying for requested information.

## Worker Responsibilities - WAC 388-458-0020

1. If you are requesting information for more than one type of assistance, tell the client what is needed for each program. For example, you are pending an application for TANF and Basic Food. You need verification of income for both programs, AP forms for TANF, and verification of rent for Basic Food. Specify this on the letter.
2. Give examples of the types of verification the client can get. For example, if you need verification of the client's wages, tell them on the letter that they can give you copies of their check stubs or a statement from their employer.
3. If the client provides the information within the 10-day advance period, treat it as newly reported change. See **CHANGES OF CIRCUMSTANCES** to determine if the change was reported timely and the correct effective date.
4. Make sure the client has a supply of return envelopes.
5. If the due date falls on a weekend or holiday, change the due date on the letter to the next business day.

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## Clarifying Information - WAC 388-458-0025

- If you don't have time to give 10-day notice as needed, the change is effective the month following. To determine if the client has an overpayment, see effective dates in [CHANGE OF CIRCUMSTANCES](#).

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## Worker Responsibilities - WAC 388-458-0025

- If a client is NSA, follow their accommodation plan and the procedures in [NSA](#) before reducing or stopping benefits.

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## Clarifying information - WAC 388-458-0030

- For information on return mail, see [WAC 388-418-0020 WORKERS RESPONSIBILITIES #9](#)
- When terminating an active categorically eligible basic food case in the ongoing month included the categorically eligible gross income limit (200%) by household size in the letter text. A termination letter is a notice of future action so the gross income limit should reflect the client's current CE income limit.

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## Clarifying information - WAC 388-458-0040

- When clients request a fair hearing within the ten-day notice period, they are automatically given continued benefits unless they tell us that they ~~do not~~don't want them.

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## ACES PROCEDURES

- See ACES Letters.