

Your Rights at DSHS

YOU HAVE THE RIGHT TO...

- ✓ Apply for cash or medical assistance, or Basic Food by giving DSHS an application form in person, by mail, by fax, or by completing an online application. WAC 388-406-0010
- ✓ Ask for and get a receipt for documents, information, or paperwork that you give to the welfare office. WAC 388-472-0005
- ✓ Have your application processed within 30 days of the date you apply. WAC 388-472-0005
- ✓ Receive food stamps within 5 days if you are in an emergency situation. WAC 388-406-0015
- ✓ To be given at least ten days (or more if you request additional time) to provide DSHS with the information needed to determine your eligibility. WAC 388-472-0005
- ✓ Ask for extra money to help pay for temporary emergency shelter costs, such as an eviction or a utility shutoff. WAC 388-436-0002
- ✓ Have all decisions in writing. No departmental decision is valid until it is in writing. WAC 388-472-0005
- ✓ Receive 10 days notice before any action is taken against your case. WAC 388-472-0005
- ✓ Ask for a fair hearing if you disagree with a decision DSHS made. WAC 388-472-0005
- ✓ Requests for a hearing can be made to your caseworker, the fair hearing coordinator or the Office of Administrative Hearings. Requests do not have to be made in writing; they may be made verbally. If you request a fair hearing within 10 days of being notified by DSHS about a decision, then you can get continued benefits until the date of the hearing. The deadline for appealing a DSHS decision is 90 days. WAC 388-02-0100/-458-0040
- ✓ Refuse to speak to a fraud investigator or let them into your home. WAC 388-472-0005
- ✓ See a supervisor upon request. WAC 388-472-0005
- ✓ Bring someone with you to interviews, hearings, and meetings at DSHS. WAC 388-02-0155
- ✓ Choose a representative to attend interviews, hearings, meetings, etc. when you are unavailable. WAC 388-452-0005
- ✓ Have a phone interview if you are unable to make a face-to-face interview for any reason. WAC 388-452-0005
- ✓ Call the DSHS Customer Relations line in order to file a complaint, find out information about your case, and ask general questions about the DSHS system. The number is 1-800-865-7801.

Call POWER if these rights are not being respected:
360-352-9716, toll free 1-866-343-9716, welfarerights@riseup.net.
Parents Organizing for Welfare and Economic Rights