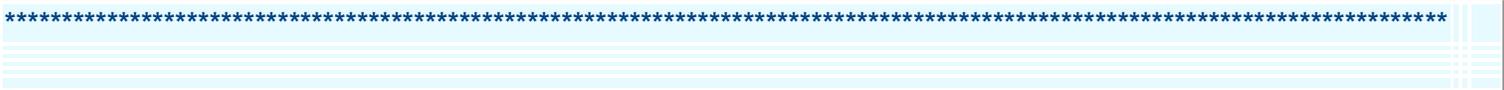


Department of Social and Health Services  
Olympia, Washington  
**EAZ Manual**

Revision # 959  
Category Interview Requirements  
Issued 1/4/2017  
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**Summary**

Updated Worker Responsibilities WAC 388-452-0005 #1. See below for edited text:



**Worker Responsibilities - WAC 388-452-0005**

**1. First contact resolution**

~~Attempt to complete a face to face interview when a client submits their application in person at a CSO. Follow the procedure for screening application forms in the CSD Procedure Manual if the application doesn't meet same day service criteria. Complete the interview the day we receive the application whenever possible. This helps ensure timely service and eliminates the need to schedule an interview or send a letter to inform the applicant of options for having their required interview.~~

- ~~a. If the client is in the office, complete the face to face interview while they are in the office if possible.~~
- ~~b. If we receive the application electronically or through the mail, attempt to contact the client to complete the interview.~~
- ~~c. If unable to complete the interview in person or over the phone on the day you receive an application, follow your local office procedure to either:
  - ~~i. Schedule a specific date and time for an interview;~~~~

- ~~ii. — Send the household a letter informing to call in or come into the local office between 8:00am and 2:00pm by a specific date to have their required interview.~~