

SUMMARY OF PUBLIC ASSISTANCE PROGRAMS**

Program	Who is eligible?	What do you get?	How do you get it?
Cash \$\$	Cash\$\$	Cash\$\$	Cash\$\$
Temporary Aid to Needy Families TANF <i>Washington's WorkFirst (WF) program</i>	WA residents who are responsible for the care of children or who are pregnant. To be eligible for TANF your family must have resources of \$1,000 or less. Resources are things like: checking and savings accounts, stocks, bonds, or mutual funds, and vehicle equity over \$5,000. Must cooperate with the Division of Child Support, unless good cause not to. Find citizen/non-citizen eligibility requirements at http://www1.dshs.wa.gov/esa/EAZManual/Sections/CitizenshipImmEligResTanfMed.htm#WAC%20388-424-0010 WA residents caring for a relative's child, or are acting in place of a parent may be able to apply for benefits for the child(ren) as a non-needy adult.	Cash benefits are based on a family's size and income. (A family of three with no income would receive a monthly TANF grant of \$546.) Also receive help paying for child care expenses through WCCC and help with job search, including resume writing and job interview skills. Must participate in the WorkFirst program. ***As of August 1997, some TANF families are limited to sixty months of benefits in their lifetime. (This should not apply to DV victims)	Apply at CSO or online at: https://wvs2.wa.gov/dshs/onlineapp/introduction_1.asp
Diversion Cash Assistance DCA	This program provides assistance for families who have a short term need and do not wish to receive TANF. Meet all the eligibility rules for TANF except: do not have to participate in WorkFirst and do not have to cooperate with division of child support. Also, must have a current bona fide or approved need for living expenses; (Provide proof that your need exists; and demonstrate that you have expectation to have income ore resources from other source than public assistance to meet long term needs.) <i>*If a family returns for TANF assistance within 12 months of receiving DCA, they must pay back a portion of their DCA.</i>	Emergency cash assistance. Families may receive up to \$1500 during a 30 day period. Available only once during a 12 month period. DCA can help pay for one or more of the following needs: child care, housing, transportation, expenses to get or keep a job, food costs, but not if an adult member of your family has been disqualified for food stamps, or medical costs. Also receive one year of medical coverage through the Categorically Needy (CN) medical program.	Apply at CSO or online

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Alcohol and Drug Addiction Treatment and Support Act ADATSA	18+, WA resident, citizen, SSN, same income/resource criteria as GA-U or SSI or TANF, but must not be otherwise eligible for SSI or TANF. There is a \$1,000 resource limit requirement for the ADATSA program. Certain items, such as the home you live in or vehicle equity up to \$5,000, are not counted. Your income is also considered.	Residential treatment: cash assistance for clothing and personal incidentals. Outpatient treatment: living allowance for housing and other living expenses	A certified chemical dependency service provider determines your clinical incapacity based on alcoholism and/or drug addiction and provides a written assessment.
Refugee Cash Assistance RCA	Refugees or asylees who have resided in the US for less than eight months, (the 8 months begin when the refugee enters the US, for asylees it begins when INS grants asylee status), meet the immigration status requirements, meet the income and resource requirements, meet the work and training requirements and provide the name of the voluntary agency which helped bring you to this country. Also, not eligible for TANF or SSI.	Provides cash and medical assistance at the same standards as TANF. Benefits are based on a family's size and income.	Apply at CSO or online
General Assistance – Unemployable GAU	Are "incapacitated" (unable to work), age 18+, meet income and resource requirements, meet citizenship/alien status requirements, reside in WA, agree to have needs for medical treatment and referral assessed. As with other cash programs, there is a \$1,000 resource limit requirement for the GAU program. Certain items, such as a home you live in, or vehicle equity up to \$5,000, are not counted. Income is also considered.	Cash and medical benefits for people who are physically and/or mentally incapacitated and unemployable for 90 days from the date of application.	Apply at CSO or online

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Supplemental Security Income SSI	A person (age 18+) has a qualifying disability when the person has "... the inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment(s) which can be expected to result in death or last for a continuous period of not less than 12 months." Need Social Security Card, birth certificate, information on living expenses including room, board, and utilities, information on savings and checking accounts, insurance policies.	SSI is a monthly cash benefit for adults who are age 65+, or have a disability and don't own much or have a lot of income. Children with disabilities and persons who are blind can also qualify for SSI.	Apply at CSO, online, or call the SSA at 1-800-772-1213 (between 7:00 AM and 7:00 PM) When calling, ask to establish a "protective filing," so that SSA will treat the day called as the date of application.
Social Security Disability Insurance SSDI	To qualify for benefits, you must first have worked for a required number of quarters in jobs covered by Social Security. Then you must have a medical condition that meets Social Security's definition of disability.	In general, monthly cash benefits are paid to people who are unable to work for a year or more because of a disability. Benefits continue until you are able to work again on a regular basis. There are also a number of special rules, called "work incentives," that provide continued benefits and health care coverage to help you make the transition back to work.	Apply for disability benefits as soon as you become disabled. Complete application online, call 1-800-772-1213 , or go to local Social Security office.
State Family Assistance SFA	Those not eligible for TANF and are: pregnant women with welfare fraud or felony drug convictions, certain "qualified aliens"*, certain 19 – 20 year old students, or you are a caretaker or relative of a nineteen or twenty-year-old student that meets the education requirements. Time limited to 60 months.	Cash benefits are based on a family's size and income.	Apply at CSO or online

* "Qualified alien" is the term DSHS uses to identify those non citizens who qualify for public assistance. Although it is not how WSCADV prefers to refer to non citizens, it is used here and throughout this document in order to be consistent with DSHS terminology.

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Consolidated Emergency Assistance Program CEAP	Pregnant women or families with dependent children, including those who have stopped receiving a TANF grant in the last six months. Applicants must demonstrate a financial need for emergency funds for one or more basic needs listed to the right, and cannot be eligible for TANF, SFA, RCA, or DCA. Cash amount given depends on type of basic need identified and income of the household. Citizenship is <i>not</i> a factor in eligibility.	Cash to meet the following basic needs: food, shelter, clothing, minor medical care, utilities, household maintenance supplies, necessary clothing or transportation costs to accept or retain a job, or transportation for a minor not in foster care to a home where care will be provided by family members or approved caretakers.	Apply at CSO
Additional Requirements for Emergent Needs AREN Funds	Available to recipients of TANF, SFA or Refugee cash assistance programs who have an emergency housing or utility need; and have a good reason that you do not have enough money to pay your housing or utility costs.	These funds are limited to TANF, SFA, or RCA families that have an emergency and need assistance to get or keep safe housing or utilities. The special AREN payment is in addition to the regular monthly cash grant. Examples of what AREN can help pay to do are: obtain new housing to leave a DV situation, prevent eviction or foreclosure, secure temporary or permanent housing for homeless families, prevent utility shutoff or pay deposit. There is a maximum of \$750 per participant for a 12 month period and payments will be made directly to landlords or utility companies when possible.	Ask your WFPS or WFSW
Support Service \$	Support services are available, as needed, throughout a person's stay on TANF and, to meet temporary emergencies for up to 6 months (if working 20 hours or more a week) after a person goes off cash aid. Support services are also available to those on DCA or Food Stamps who are also enrolled in Career Services and working 30 hours a week, as well as ineligible minor parents who are working with the social worker to either enroll in school as required or move to an acceptable living arrangement.	If you receive TANF or SFA, WorkFirst \$ may be used to help you relocate to new housing to get a job, keep a job, or participate in WF activities. Non-housing expenses that are not covered under AREN may be paid under WF support services. This includes expenses like car repair, diapers, or clothing.	Ask your WFPS or WFSW

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Division of Child Support DCS	Families who receive cash or medical assistance from DSHS automatically receive DCS services. If you are not receiving services, you can qualify to receive DCS non-assistance services if you are: a parent who has custody of a minor child, a custodial parent of a minor child, a former custodial parent who is owed child support that accrued under a support order, a parent of a child who wants to establish paternity of the child, a parent of a child who wants to pay support, or a person due court ordered post-secondary educational support for a child in school.	DCS helps families by: establishing child support obligations, collecting and processing child support payments, and reviewing and modifying child support obligations.	You can get materials about DCS services on the web at: www.dshs.wa.gov/dcs/services.shtml call 1-800-442-KIDS or apply at CSO. Go here for information on DV and child support: http://www1.dshs.wa.gov/dcs/services/domesticviolence.asp

Food	Food	Food	Food
Basic Food (Food Stamps)	WA residents who meet income and resource requirements, provide SSN, participation in food stamp employment and training program. (The WA general fund provides Basic Food benefits to immigrants who are not eligible for federal benefits due to welfare reform or because they do not meet certain immigrant eligibility requirements for the federal food stamp program. State requires immigrants to be in the process of obtaining Visa or other status.)	Use food stamps to buy foods for your household, and seeds and plants to grow food.	Apply at CSO
Transitional Food Assistance TFA	Those leaving TANF, including tribal programs, and 1) were receiving Basic Food at the time they were determined no longer eligible for TANF, 2) are remaining in WA, 3) were not in sanction when TANF benefits ended, and 4) are still eligible for Basic Food.	Provides stable food benefits to families leaving the Temporary Assistance for Needy Families (TANF) or Tribal TANF programs while receiving Basic Food. TFA is meant to help meet a family's nutritional needs for five months as they transition into	Apply at CSO

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Program	Who is eligible?	What do you get?	How do you get it?
		self-sufficiency.	
Senior Nutrition Program Congregate Nutrition Services	People age 60+ who are unable to prepare meals for themselves because of limited physical mobility, OR psychological or mental impairment, OR lack of knowledge or skills to select and prepare nourishing and well-balanced meals, OR lack of incentive to prepare and eat a meal alone. Depending on the individual mealsite's policy, any person with disabilities who resides in the same home with someone eligible for the service may be eligible for a meal. No income or resource limits.	Nutritionally sound and satisfying meals, nutrition outreach, and nutrition education in a group setting.	Call the local Senior Information and Assistance program for the local programs. Call 1-800-422-3263 and ask for Senior Information and Assistance office in your area or link to ADSA state map http://www.aasa.dshs.wa.gov/Resources/comhelp.htm
Senior Nutrition Program Home Delivered Nutrition Service	People age 60+ who are homebound, unable to prepare meals for themselves, and meet vulnerability criteria. To be considered vulnerable, a person must be unable to complete one or more activities of daily living without assistance, have behavioral or mental health problems that could result in early institutionalization, or lack an adequate support system.	Nutritionally sound and satisfying meals delivered to your home.	Call the local Senior Information and Assistance program for the local programs. Call 1-800-422-3263 and ask for Senior Information and Assistance office in your area or link to ADSA state map http://www.aasa.dshs.wa.gov/Resources/comhelp.htm
Senior Nutrition Program Farmers Market Nutrition Program	People age 60+ or are American Indian/Alaska Native and 55+ and have income below 185% of Federal Poverty Level	\$40 worth of \$2 checks. These checks are used to purchase local produce at authorized farmers markets or roadside stands June through October 31. OR Local produce purchased directly from farmers and delivered to home bound seniors or to meal sites and senior housing for pick up by eligible seniors.	Call the statewide program manager for how to contact your local program coordinator at 1-800-422-3263 or find this information on their website http://nutrition.wsu.edu/markets/sfmnpncontacts.html
Women Infants and Children WIC	You are eligible if you: live in Washington State, and are pregnant, a new mother, or a child under five years of age, and meet the income guidelines, and have a medical or nutrition need.	Checks for nutrient-rich foods (each client receives checks to buy \$40-\$50 worth of healthy foods each month), health screening, nutrition and health education, Breastfeeding support, and help getting other services.	Call Healthy Mothers, Healthy Babies to find the nearest WIC clinic. 1-800-322-2588

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Program	Who is eligible?	What do you get?	How do you get it?
WIC Farmers Market Nutrition Program	Those participating in WIC	Provides locally grown fresh fruits and vegetables. Packets of \$2 checks at a value of \$20 are distributed to clients at participating WIC clinics across the state June through September. Checks are redeemable for fresh fruits and vegetables at approved farmers markets June through October.	Inquire at your local WIC office.

Healthcare	Healthcare	Healthcare	Healthcare
ADATSA	Waiting to receive ADATSA treatment services, are participating in ADATSA tx, choose opiate dependency tx, or meet the requirements for shelter but choose not to receive shelter assistance	State-funded medical assistance	Apply at CSO
Basic Health	Basic Health is for Washington State residents who are not eligible for free or purchased Medicare, not institutionalized at the time of enrollment, not a full time student or on a student visa, and within income guidelines.	Doctor and hospital care, including preventive care, emergency services, and prescription drugs. Monthly premiums are based on age, income, family size, and health plan chosen.	Basic Health is currently accepting applications. Call 1-800-826-2444 to request application or go to http://www.basicealth.hca.wa.gov/forms.shtml
Children's Health Insurance Program CHIP	Both citizen and non citizen children under age 19. There are no resource limitations for any children's medical programs. To be eligible for CHIP, a child: <ol style="list-style-type: none"> 1. Cannot be covered by Medicaid 2. Cannot be covered by other insurance; and 3. Must pay monthly premiums to the department 	If your monthly family income is close to the amounts on the Qualifying Income standards chart, your kids may qualify for free or low-cost health insurance.	Apply at CSO or online

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Pregnancy Medical & First Steps	Pregnant women who live in Washington State and meet income requirements. There are no resource limits. Those determined eligible once, remain eligible throughout their pregnancy, regardless of changes in income or household size.	Provides medical and support services for pregnant women. Services that may be provided include: home visits by a public health nurse, dietician services, counseling, and maternity case management.	Referred by a financial worker at local CSO. If not referred, you can call 1-800-322-2588 to get connected to the program.
Medicaid—Categorically Needy CN	WA resident, citizen or immigration status, valid SSN, income/resources (if receiving or eligible for SSI, TANF, or Refugee program benefits.)	The scope of medical care is based on the medical program for which they are eligible.	Apply at CSO
Medicaid—Medically Needy MN	Income falls between the income limits for CN coverage and the Medically Needy Income Level (MNIL). (EG: Pregnant women not eligible for CN coverage because their income is above 185 % of the Federal Poverty Level (FPL). Or Children not eligible for CN coverage because their income is above 200 % of FPL.	The scope of medical care is based on the medical program for which they are eligible.	Apply at CSO
Medicare	People 65+, people under age 65 with disabilities, people with End-Stage Renal Disease (ESRD)	Health care coverage (see http://www.medicare.gov/ for specifics)	Apply by calling 1-800-772-1213
Refugee Medical Assistance RMA	Name of voluntary agency that resettled you, meet immigration requirements, meet monthly income standards up to 200% of FPL, receive or be eligible for RCA, not eligible for Medicaid.	State-funded medical assistance	Apply at CSO
Alien Emergency Medical Program AEM	Have a qualifying emergent medical condition; would be eligible for Medicaid if he/she were a citizen; and are ineligible for a full-scope Medicaid program due to immigrant status.	Services are limited to those medical services necessary for treatment of the person's emergency medical condition. The following services are not covered: organ transplants and related services; prenatal care, except labor and delivery; school-based services; personal care services; and nursing facility services or hospice services, unless they are approved by the department's medical consultant	Apply at CSO

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WA Oral Health Foundation	Low income residents who are not eligible for Medicaid and have no dental insurance.	A website that helps you find low cost or discounted dental care in your area.	Go to http://www.wohfkidsconnect.com and click on the left link that says Outreach Directory. There you can search for low cost dental care in your area.
Utilities	Utilities	Utilities	Utilities
WA Telephone Assistance Program WTAP	Adults receiving financial or medical assistance from DSHS	Free basic installation, waiver of deposit, low monthly rate (current cap is \$8/month)	Contact local phone company or WTAP at 1-888-700-8880
Community Voice Mail Program CVMP	Anyone who needs it	Participants in the CVM program are given a personal voicemail number. Callers can't tell the difference between CVM and a home answering machine or commercial voice mail service. Participants check their messages from any phone by using their personal phone number and private security code.	CVM is available across the state. For information about the CVM program in your area, check out: http://www.cvm.org
Weatherization Assistance Program WAP	Low income residents of WA. Gross income received by all members of the household must be at or below 125% of the poverty level.	Weatherization for your home (the application of energy efficiency measures to a home). These include ceiling, wall and floor insulation; closing heat-escaping gaps by caulking, weather stripping, or broken window replacement; and heating system improvements. The measures are applied according to established technical specifications, cost-effectiveness tests, and relevant building codes.	Go here for a listing of local weatherization agencies: http://cted.wa.gov/portal/alias_cted/lang_en/tabID_501/DesktopDefault.aspx or call Julie Palakovich at (360) 725-2948 for more information.

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Childcare	Childcare	Childcare	Childcare
Working Connections Child Care Program WCCC	Households with parents who are working, or are participating in a DSHS approved work activity and whose children meet citizenship requirements. Eligibility is determined by household income, and the number of people in a family. Childcare costs (or co-payment) are determined on a sliding scale.	Helps families to pay for child care. Kinds of child care DSHS can help pay for: licensed or certified child care centers, licensed or certified family child care homes, relatives who provide care in their own homes, adults who come to your home to provide care ***All child care providers must pass a criminal background inquiry	Apply at CSO or online. Benefits start no sooner than the day they apply. Individuals will be given an application for their childcare provider to complete. They will also be required to provide a copy of their in-home/relative provider's social security card and photo I.D.

CD	Chemical Dependency	Chemical Dependency	CD
ADATSA	Must be 18+, WA resident, meet citizenship requirements, provide SSN, and meet same income/resource criteria as GA-U or SSI or TANF	Alcohol/drug treatment and support, shelter services, or medical care.	Apply at CSO
Detoxification Services	Receive TANF, GAU or SSI or meet income requirements for these programs.	Detoxification services to assist patients in withdrawing from drugs including alcohol.	Directly contact local detoxification center OR if you are in the following counties, contact your local CSO (Columbia, Cowlitz, Ferry, Garfield, Klickitat, Lincoln, Okanogan, Pend Oreille, Skamania, Stevens, Wahkiakum, Whitman)

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Program	Who is eligible?	What do you get?	How do you get it?
Opiate Substitution Treatment	Individuals addicted to opiates who are eligible for the ADATSA program, TANF, SSI or Medicaid program. Persons/children whose family income falls in a low-income category. Priority populations are youth, pregnant women, and IV drug users. Individuals are eligible for DASA-funded services if they are recipients of public assistance grant programs, medical assistance programs, or are low-income. Low income is defined as income below 80% of the State Median Income For persons applying for treatment under ADATSA, eligibility is further restricted to those who are unemployable as a result of their alcohol or other drug addiction.	Provision of treatment services and medication management, (methadone, etc.) to individuals addicted to opiates, such as heroin.	Recipients of public assistance/medical assistance programs access services by directly contacting opiate substitution programs or being referred from an ADATSA assessment centers. People wanting to apply for the ADATSA program must apply at the local CSO and then be referred by the ADATSA assessment center

Work	Finding Work	Finding Work	Finding Work
Employment Security Department ESD— WorkFirst Program	Those receiving TANF and participating in the WorkFirst program.	Job search assistance, referrals, resume skill building, specialized services	WFPS will refer participants.
ESD and other partners—commonly called Work Source or	Anyone can use “Core Services”.	Job search assistance, referrals, resume, skill building. Job Seeker services include use of career resources such as copiers, phones and faxes, internet access to jobs,	Walk in, to find a center near you, go to: https://fortress.wa.gov/esd/worksource/StaticContent.aspx?Context=WS

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privately run facility		job referral and placement, classes on how to get and keep a job, referrals to training and other community services, Unemployment Insurance access, and translation services. Check out https://fortress.wa.gov/esd/worksource/StateContent.aspx?Context=AboutUsSeeker	DirectorySeeker
Program	Who is eligible?	What do you get?	How do you get it?
WorkFirst Career Services Program	For employed adults who exit WorkFirst or State Family Assistance (SFA) and are working at least 30 hours or more per week. To qualify, the parent must enroll with the Employment Security Department within the first two months after the month that WorkFirst cash assistance/SFA ends. The parent must also be a custodial parent or caretaker relative who received WorkFirst/SFA assistance within the past two months, and did not leave WorkFirst/SFA in sanction status	Basic needs payments of \$50 per month for up to 6 months post-WorkFirst, wage progression and job retention services through Work Source, and cash bonuses for enrolling and completing assessment and employment planning interviews.	Those who want to enroll must report in person to their local ESD Work Source office with personal identification and employment documentation. Employment documentation must be: Legible, Identify the worker, Identify the employer, Indicate gross earnings, Indicate hours worked and/or rate of pay.
ESD— Unemployment Insurance UI	If you have been laid off or lost your job through no fault of your own, you may qualify for unemployment insurance benefits. Individuals who leave their job due to domestic violence are eligible for benefits.	Cash benefits that are a temporary source of income while you look for work - or in limited, approved cases - while you retrain.	Apply online at www.go2ui.com or by phone (get region specific numbers off website)
Division of Developmental Disabilities DDD Employment Services	Employment services are available for people 21+. A person must meet all of the following conditions: a disability condition defined as mental retardation, cerebral palsy, epilepsy, autism, another neurological or other condition similar to mental retardation; or developmental delays for children under the age of six; a condition that originated before the age of 18; a condition that is expected to continue indefinitely; and a condition that results in a substantial handicap as defined in Washington Administrative Code. DDD eligibility may be time limited and subject to review. No Income and Resource Limits.	Provide ongoing support and training for eligible persons with paid jobs in a variety of settings and work sites. This may include individual or group options in the community and specialized industry settings. Community Access provides activities, special assistance, advocacy and education to help eligible persons participate actively in their community.	Contact nearest DDD office for an intake appointment. The case manager will assist you in obtaining documentation needed to determine whether you are eligible for services from DDD.

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Washington State Division of Vocational Rehabilitation DVR	DVR is a resource for people with disabilities. DVR may serve you if you: Have a physical or mental disability that makes it difficult to get a job or keep a job that matches your skills, need services and support, such as counseling, training, or assistance with job search in order to get or keep a job.	Assist individuals with disabilities in getting and keeping a job. Examples of services include: assessment services, counseling and guidance, independent living services, assistive technology, training services, and job placement.	Contact DSHS or DVR, check out: http://www1.dshs.wa.gov/dvr/
Program	Who is eligible?	What do you get?	How do you get it?
Access	Access to Services	Access to Services	Access to Services
Limited English Proficiency Services LEP	Limited in your ability to read, write, and/or speak English.	Interpreter (verbal) services in person and/or over the telephone and translation of department forms, letters, and other printed materials.	Services are provided at no cost and without significant delay.
Necessary supplemental accommodation services NSA	Identified as NSA if you: Say you need NSA services in order to have equal access to our programs and services; Have or claim to have a mental impairment; Have a developmental disability; Are disabled by alcohol or drug addiction; Are unable to read or write in any language; or Are a minor not residing with your parents. Or if it is observed that you have cognitive limitations, whether or not you have a disability, which may prevent you from understanding the nature of NSA services or affect your ability to access our programs. Cognitive limitations are limitations in your ability to communicate, understand, remember, process information, exercise judgment and make decisions, perform routine tasks or relate appropriately with others.	Services provided to you if you have a mental, neurological, physical or sensory impairment or other problems that prevent you from getting program benefits in the same way that an unimpaired person would get them. NSA services include but are not limited to: Arranging help to complete and submit forms, helping give or get the information needed to decide or continue eligibility; Assisting you with requests for fair hearings;	Screened for NSA when apply for benefits either in person or by phone

Other helpful knowledge...

Case Staffing—An opportunity for the WFPS to exchange information about an individual and gain consultation from other professionals. It is a group process – ranging from a quick to an in-depth review – where two or more professionals help identify issues, suggest problem resolution strategies, and

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recommend service options. Current policy states that before the sanction process begins, individuals must have a case staffing to identify barriers (including family violence) to participation. Case staffings also take place at various mandated times throughout a recipient's time on TANF.

Co-located DV Advocate—In many CSOs across Washington State, there are DV advocates who work for the local domestic violence program or other community agency who are on-site to assist victims of domestic violence who receive TANF. These advocates are paid with WorkFirst money and work at the CSO for as many hours as they are contracted. Check out if your local CSO has a partnership in place with a local DV advocate on-site.

Exception to Rule—DSHS staff can request an exception to a rule in the WAC for individual cases when: the exception would not contradict a specific provision of federal law or state statute, the client's situation differs from the majority, it is in the interest of overall economy and the client's welfare, it increases opportunities for the client to function effectively, or a client has an impairment or limitation that significantly interferes with the usual procedures required to determine eligibility and payment.

Fair Hearing—Clients can request a fair hearing when they are dissatisfied with the DSHS's decision or findings related to their case. Clients should receive written notice of their fair hearing rights at the time of application, denial, termination, suspension, grant reduction or notification of overpayment. Clients have the right to be represented or to represent themselves at their hearings. Either the client or their representative may request a hearing. The request must be made within in 90 days of the date of the decision. Decisions regarding the timeliness of a hearing request are the responsibility of the Administrative Law Judge (ALJ). All hearing requests should be forwarded for scheduling regardless of the date of the request. The request does not need to be in any particular form and can be made verbally or in writing. The request can be made to any responsible department employee. The request should include the decision being appealed and why the client is dissatisfied with the decision. Request can be mailed to the Office of Administrative Hearings, PO Box 2465, Olympia, WA 98504-2465.

FVO—Family Violence Option: When states adopt the FVO, as Washington did in 1997, they are required to establish and enforce standards and procedures to: (1) screen and identify individuals receiving assistance under this part with a history of domestic violence while maintaining the confidentiality of such individuals; (2) refer such individuals to counseling and supportive services; and (3) waive, pursuant to a determination of good cause, other program requirements such as time limits (for so long as necessary) for individuals receiving assistance, residency requirements, child support cooperation requirements, and family cap provisions, in cases where compliance with such requirements would make it more difficult for individuals receiving assistance under this part to escape domestic violence or unfairly penalize such individuals who are or have been victimized by such violence, or individuals who are at risk of further domestic violence.

Good Cause means that an individual is relieved of certain program requirements when the individual is unable to participate for various reasons as outlined by each program. The individual must claim, and the department must approve good cause. Department programs that have requirements that can be waived as a result of an individual having good cause are: Division of Child Support (DCS)- Non-Custodial Parent Risk Assessment, General Assistance Unemployable (GAU), WorkFirst, and Food Stamp Employment and Training (FSE&T). Many victims of domestic violence choose to ask for good cause for non-cooperation with child support for fear that doing so would alert their abusive partner to their whereabouts, increase abusive partner's need for control in visitation or custody disputes with the children, or increase harassment of abusive partner in their daily life.

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SUMMARY OF PUBLIC ASSISTANCE PROGRAMS**

IRP—Individual Responsibility Plan: All TANF recipients are required to have this document in place which details the activities they will be doing to show full time participation in the WorkFirst program. Activities listed in an IRP can include: job search, support group participation, attending medical and court appointments, or counseling.

Protective Payees—Contracted vendors who provide money management to assigned families to make sure assistance funds are used for basic needs. DSHS assigns protective payees for those in sanction, and also to those who they deem unable to manage their grants (like persons addicted to alcohol or drugs), to teen parents or to deal with a temporary emergency.

Sanction—A penalty that alters the TANF grant when a person is deemed non-participating. Examples include: refusing to provide information needed to develop the IRP, show up for scheduled appointments with the people who provide WorkFirst services and follow their participation and attendance rules, sign the IRP, do IRP activities, or accept a job. Sanction status is when a WFPS or WFSW determines that an individual did not have good cause for not participating with their WorkFirst requirements. This decision is made after a good cause appointment and a case staffing have been completed. Before imposing sanction, the WorkFirst activities should be reviewed and a new plan for participation should be developed. Sanction penalties are applied to the grant when anyone in the household is in sanction status. The grant is reduced by the person's share or 40%, whichever is more, and a protective payee is assigned.

WFPS—WorkFirst Program Specialist: typically known as caseworker or case manager. WFPS are in charge of creating IRPs, checking in with TANF recipients about participation, and general WF program duties.

WFSW—WorkFirst Social Worker: in most CSOs WFSWs are the ones who grant good cause for non-cooperation with child support.

WAC—Washington Administrative Code

Information for this table taken from these websites:

Eligibility A-Z Manual: The Eligibility A-Z (EA-Z) Manual is designed for and used by Economic Services and Medical Assistance Administration staff. The manual provides administrative rules and procedures for staff to determine initial and ongoing eligibility for people applying for and receiving cash, food and medical assistance in Washington State. <http://www1.dshs.wa.gov/esa/eazmanual/>

Social Services Handbook: The Social Services website is designed for and used by Economic Services, Medical Assistance, and Health & Rehabilitative Services Administration staff. The main component of this web site is the Social Services Manual. It provides administrative rules and procedures for staff who provide social services to people applying for and receiving cash, food and medical assistance in Washington State. <http://www1.dshs.wa.gov/esa/socialservices/>

WorkFirst Handbook: <http://www1.dshs.wa.gov/ESA/wfhand/>

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No Wrong Door: A quick and easy web navigation tool for people needing information about social and health services, whether or not they are familiar with the organizational structure of DSHS. It also serves as a directory of resources for Case Managers and Contracted Providers serving the same clients. <http://www1.dshs.wa.gov/basicneeds/#cc>

Washington WorkFirst: <http://www.workfirst.wa.gov/>

Other helpful sites for information on public benefits and client's rights:

National Law Center on Homelessness and Poverty for fact sheets related to public benefits for homeless individuals: <http://www.nlchp.org/>

Northwest Immigrant Rights Project: <http://www.nwirp.org/>

Northwest Justice Project: <http://www.nwjustice.org/>

Northwest Women's Law Center: <http://www.nwwlc.org/>

Washington Law Help: <http://www.washingtonlawhelp.org/WA/index.cfm>

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