

**WAC 110-15-0035 DSHS's responsibilities to consumers.** DSHS is responsible to:

- (1) Treat consumers in accordance with all applicable federal and state nondiscrimination laws, regulations, and policies;
- (2) Determine a consumer's eligibility within thirty days from the date the consumer applied (application date as described in WAC 110-15-0095). Under WAC 110-15-0012, a determination made within thirty days of application using self-attestation of new employment wages is compliant with this subsection even if third-party verification is provided more than thirty days after the date of application;
- (3) Allow a consumer to choose his or her provider as long as the provider meets the requirements in WAC 110-15-0125;
- (4) Authorize payments only to child care providers who allow a consumer to access his or her children whenever they are in care;
- (5) Authorize payment when no adult in a consumer's family (under WAC 110-15-0015) is able or available (under WAC 110-15-0003) to care for the consumer's children at application and reapplication;
- (6) Inform a consumer of:
  - (a) His or her rights and responsibilities under the WCCC program at the time of application and reapplication;
  - (b) The types of child care providers DSHS can pay;
  - (c) The community resources that can help a consumer select child care when needed; and
  - (d) Any change in a consumer's copayment during the authorization period except under WAC 110-15-0120(5).
- (7) Respond to a consumer within ten days if the consumer reports a change of circumstance that affects the consumer's:
  - (a) WCCC eligibility;
  - (b) Copayment; or
  - (c) Providers.
- (8) Provide prompt child care payments to a consumer's child care provider;
- (9) Provide an interpreter or translator service within a reasonable amount of time and at no cost to the consumer;
- (10) Provide consumers with at least ten days written notice for changes to WCCC eligibility, provider payments, or when DSHS requires a change in child care arrangements.

[Statutory Authority: RCW 43.216.055, 43.216.065 and 42 U.S.C. 9858, et seq. WSR 19-08-020, § 110-15-0035, filed 3/26/19, effective 4/26/19. WSR 18-14-078, recodified as § 110-15-0035, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 43.215.070 and chapter 43.215 RCW. WSR 16-19-107, § 170-290-0035, filed 9/21/16, effective 10/22/16. Statutory Authority: RCW 43.215.070, 43.215.060 and chapter 43.215 RCW. WSR 12-11-025, § 170-290-0035, filed 5/8/12, effective 6/8/12. Statutory Authority: Chapter 43.215 RCW, RCW 43.215.060, 43.215.070, 2011 1st sp.s. c 42, 2011 1st sp.s. c 50, and 2006 c 265 § 501. WSR 11-18-001, § 170-290-0035, filed 8/24/11, effective 9/24/11. Statutory Authority: RCW 43.215.060, 43.215.070, 2006 c 265, and chapter 43.215 RCW. WSR 09-22-043, § 170-290-0035, filed 10/28/09, effective 12/1/09. WSR 08-08-047, recodified as § 170-290-0035, filed 3/27/08, effective 3/27/08. Statutory Authority: RCW 74.04.050, 74.12.340, and 74.13.085. WSR 05-22-078, § 388-290-0035, filed 10/31/05, effective 12/1/05. Statutory Authority: RCW 74.04.050, 74.12.340, 74.13.085, and 2003 1st sp.s. c 25. WSR 04-08-021 and 04-08-134, § 388-290-0035, filed 3/29/04 and 4/7/04, effective 5/28/04. Statutory Authority: RCW 74.04.050, 74.13.085. WSR 02-12-069,

§ 388-290-0035, filed 5/31/02, effective 7/1/02. Statutory Authority: RCW 74.04.050 and C.F.R. Parts 98 and 99 (Child Care Development Fund Rules). WSR 02-01-135, § 388-290-0035, filed 12/19/01, effective 1/19/02.]