

WSR 21-14-036
EXPEDITED RULES
DEPARTMENT OF
SOCIAL AND HEALTH SERVICES
 (Division of Vocational Rehabilitation)
 [Filed June 29, 2021, 3:45 p.m.]

6097, fax 360-664-6185, email DSHSRPAURulesCoordinator@dshs.wa.gov, AND RECEIVED BY September 7, 2021.

June 29, 2021
 Katherine I. Vasquez
 Rules Coordinator

Title of Rule and Other Identifying Information: WAC 388-891A-0220 What is the client assistance program (CAP)?

Purpose of the Proposal and Its Anticipated Effects, Including Any Changes in Existing Rules: The current proposal would update the contact information for CAP.

Reasons Supporting Proposal: Staff at CAP are making a change in the form of contact that they use to receive inquiries from recipients of vocational rehabilitation services. The changes will ensure there is no delay or loss of support and access for recipients of vocational rehabilitation services who need assistance from CAP.

Statutory Authority for Adoption: RCW 74.29.020(8).

Statute Being Implemented: Not applicable.

Rule is not necessitated by federal law, federal or state court decision.

Name of Proponent: Department of social and health services (DSHS), division of vocational rehabilitation, governmental.

Name of Agency Personnel Responsible for Drafting: Robert St. Lawrence, 4565 7th Avenue S.E., Lacey, WA 98503, 360-725-3620; and Implementation: DVR Policy, 4565 7th Avenue S.E., Lacey, WA 98503, 360-725-3636.

Agency Comments or Recommendations, if any, as to Statutory Language, Implementation, Enforcement, and Fiscal Matters: Not applicable.

This notice meets the following criteria to use the expedited adoption process for these rules:

Corrects typographical errors, make address or name changes, or clarify language of a rule without changing its effect.

Explanation of the Reason the Agency Believes the Expedited Rule-Making Process is Appropriate: This change solely updates the contact information by which a customer can reach CAP, a significant policy stakeholder for the division of vocational rehabilitation and provider for recipients of vocational rehabilitation services. While the language also includes a change from a TTY toll-free number to a phone number that can receive text messages, this does not represent a substantive change in the mode of contact and has been requested by CAP.

NOTICE

THIS RULE IS BEING PROPOSED UNDER AN EXPEDITED RULE-MAKING PROCESS THAT WILL ELIMINATE THE NEED FOR THE AGENCY TO HOLD PUBLIC HEARINGS, PREPARE A SMALL BUSINESS ECONOMIC IMPACT STATEMENT, OR PROVIDE RESPONSES TO THE CRITERIA FOR A SIGNIFICANT LEGISLATIVE RULE. IF YOU OBJECT TO THIS USE OF THE EXPEDITED RULE-MAKING PROCESS, YOU MUST EXPRESS YOUR OBJECTIONS IN WRITING AND THEY MUST BE SENT TO DSHS Rules Coordinator, P.O. Box 45850, Olympia, WA 98504-5850, phone 360-664-

AMENDATORY SECTION (Amending WSR 18-12-035, filed 5/29/18, effective 6/30/18)

WAC 388-891A-0220 What is the client assistance program (CAP)? (1) The client assistance program (CAP) is a program independent of DVR that offers information and advocacy regarding your rights as a DVR customer and offers assistance to help you receive services.

(2) You may ask for help or information from CAP at any time during the rehabilitation process by asking a DVR staff person for information about how to contact CAP ((☎)), by calling or texting CAP at ((~~206-721-5999~~ or toll free at ~~1-800-544-2121~~ voice/TTY)) 206-849-2939, or by accessing the CAP website at <http://www.washingtoncap.org>.

(3) A CAP representative may represent you with DVR if a disagreement occurs that you cannot resolve on your own. CAP attempts to resolve disagreements informally through discussions with the DVR employee(s) involved as a first step. If informal efforts are not successful, CAP may represent you in mediation and in a fair hearing.

(4) CAP services are available at no cost to you.