

WSR 21-20-135
PERMANENT RULES
DEPARTMENT OF
SOCIAL AND HEALTH SERVICES
(Division of Vocational Rehabilitation)
[Filed October 6, 2021, 10:32 a.m., effective November 6, 2021]

Effective Date of Rule: Thirty-one days after filing.

Purpose: The proposed amendment is necessary to update the contact information by which a customer can reach the client assistance program, a significant policy stakeholder for the division of vocational rehabilitation and provider for recipients of vocational rehabilitation services.

Citation of Rules Affected by this Order: Amending WAC 388-891A-0220.

Statutory Authority for Adoption: RCW 74.29.020(8); and 34 C.F.R. Parts 361, 363, 397.

Adopted under notice filed as WSR 21-14-036 on June 29, 2021.

Number of Sections Adopted in Order to Comply with Federal Statute: New 0, Amended 0, Repealed 0; Federal Rules or Standards: New 0, Amended 0, Repealed 0; or Recently Enacted State Statutes: New 0, Amended 0, Repealed 0.

Number of Sections Adopted at the Request of a Nongovernmental Entity: New 0, Amended 0, Repealed 0.

Number of Sections Adopted on the Agency's own Initiative: New 0, Amended 0, Repealed 0.

Number of Sections Adopted in Order to Clarify, Streamline, or Reform Agency Procedures: New 0, Amended 1, Repealed 0.

Number of Sections Adopted using Negotiated Rule Making: New 0, Amended 0, Repealed 0; Pilot Rule Making: New 0, Amended 0, Repealed 0; or Other Alternative Rule Making: New 0, Amended 1, Repealed 0.

Date Adopted: October 6, 2021.

Katherine I. Vasquez
Rules Coordinator

SHS-4877.1

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 ~~((or)),~~ 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 em-

ployee(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.

[Statutory Authority: RCW 74.29.020(8) and 34 C.F.R., Parts 361, 363, 397. WSR 18-12-035, § 388-891A-0220, filed 5/29/18, effective 6/30/18.]