

**THE KING COUNTY  
HOUSING AND ESSENTIAL NEEDS(HEN) PROGRAM  
SEATTLE/KING COUNTY COALITION ON HOMELESSNESS  
PUBLIC BENEFITS IS KEY TRAINING: ABD/HEN**

**APRIL 18, 2023**

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## WHAT IS HEN & WHO QUALIFIES?

- The HEN Program provides access to **essential needs** items and **potential rental assistance** for low-income adults who are **unable to work for at least 90 days due to a physical or mental incapacity**.
- The program is funded by the WA State Department of Commerce, **but eligibility** is determined by **DSHS** through a network of homeless and homeless prevention service providers, and is **managed by CCSWW** (Catholic Community Services of Western Washington) for King County.
- *To qualify applicants must have:*
  - **A disability** (physical and/or mental and/or substance abuse disorder) **AND**
  - **Have \$0 income or be receiving ABD** (Aged, Blind and Disabled) cash benefit program\*

*\*Applicants cannot be receiving any other government cash assistance such as SSI, TANF, Unemployment, etc. Earned income and assets will be evaluated by DSHS to determine if resources do not exceed income level guidelines. Applicants must be evaluated and be deemed HEN eligible by DSHS before enrollment in the program.*

## WHAT HEN PROVIDES

All HEN eligible people can enroll with CCSWW right now and get:

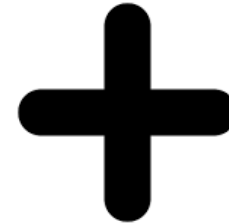
### *Transportation and Essential Needs*

- An ORCA LIFT annual subsidized pass
- A monthly bag of hygiene and cleaning supplies (valued at \$65-\$75)
- Light case management service/referrals\* (primarily during intake)
- Coming soon: Entry into CEA (We are training to be assessors).



## IS THIS “TEN”?

You may have heard this referred to as “TEN” (this is mainly an internal name as we don’t want to confuse clients. We are enrolling people in HEN but EVERYONE STARTS WITHOUT rental assistance).



**T**ransportation and **E**ssential **N**eeds plus light touch assistance to help direct people to additional resources.

## WHAT HEN PROVIDES

Then, when there is funding to bring new folks on,  
HEN also may provide:

### *Rent and Utility Assistance\**

- Combined monthly rent and utility assistance up to \$1,000/month.
- Move-in assistance including application fees and deposits up to \$1,000 every two years.
- One-time assistance for those behind in rent and or utility payments

*\*HEN cannot provide ongoing rent/utility payments for those households living in subsidized housing as defined as public housing (SHA, KCHA or RHA buildings) or those receiving a section 8 voucher.*



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## A NOTE ABOUT WHAT HEN PROVIDES

### What we do well:

HEN is really good at providing financial backbone, essential needs supplies, and light-to-moderate case management.

### Where we struggle:

HEN is not set up to support higher needs clients and, due to high case loads, can only provide light housing navigation for unhoused folks. We also do not have funding to match the need.

### What we don't do:

HEN can not do intakes for anyone not currently HEN eligible by DSHS. This includes people who are already on SSI/SSDI at intake, although we have been given permission to keep some people who have transitioned to SSI/SSDI while on HEN.

*(It seems there is some confusion about this out in the community due to a previous pilot project. If you have an old flyer up, please take it down! 😊)*



# HOW TO ENROLL IN HEN

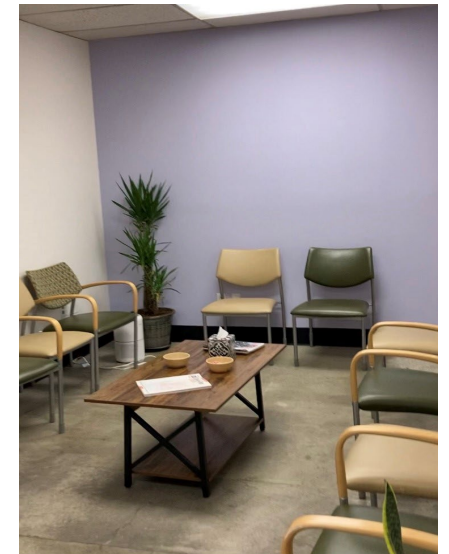
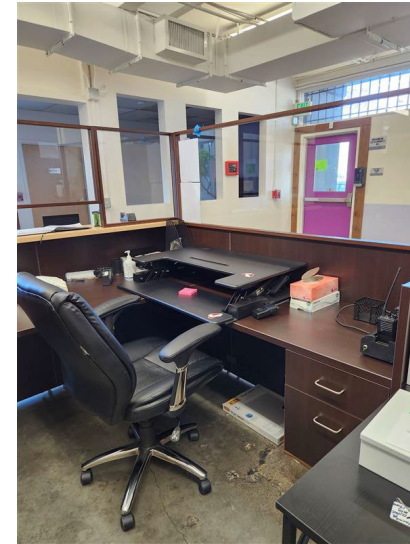
## Verify Eligibility

- Once someone has received a DSHS Referral to HEN, and they want to enroll, they should first [call our Resource Line at 206-328-5755](tel:206-328-5755) to confirm eligibility.

## The Phoenix Center

- Then they can visit our team at the [Phoenix Center](#) for an intake. They just need an ID, but it's helpful if they bring their DSHS letter.
- **Address:** 2329 Rainier Ave South (Rainier/23<sup>rd</sup>)
- **Open Walk-in Hours:** Tues-Wed-Thurs 10:00am-2:00pm
  - *We can generally do 10-15 intakes/day (Avg is 40/week)*
  - *We also hand out Essential Needs bags for ALL HEN clients\**

*\* EN Bags are also available to clients at CCS's Randolph Carter Center (Yesler/23<sup>rd</sup>), and The Kent Family Center.*



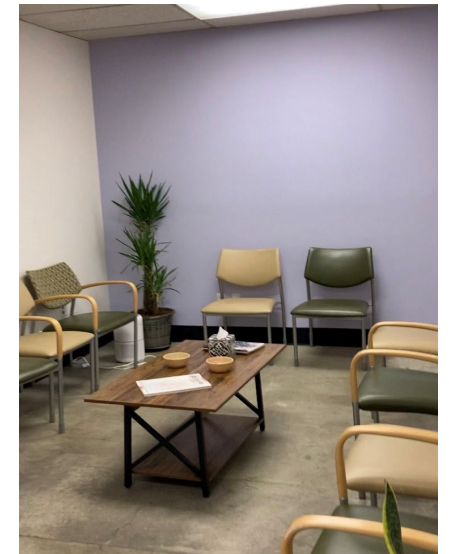
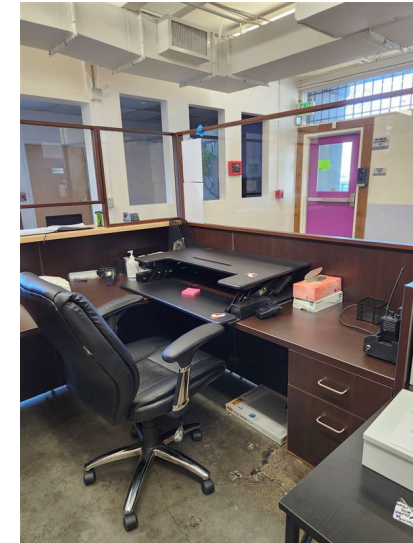
# WHAT IF THEY CAN'T GET DOWN TO PHOENIX?

## Remote Enrollments

- If someone wants to enroll in TEN and cannot make it down to Phoenix during our Open Hours, they can [call our Resource Line at 206-328-5755](tel:206-328-5755) to set up a time for a remote enrollment. There is generally a bit of a wait for these.

## Future: South-end Enrollments

- We hope to have in-person intake capability down South KC in the future.





## DO FOLKS GO ON A WAIT LIST FOR HOUSING ASSISTANCE?

- HEN no longer operates a rental assistance waitlist, based on first come, first served, as before COVID.
- In order to create a more equitable system, we are now prioritizing people who have gone through our intake process based on data gathered through intake and assessments.



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## CURRENT STATISTICS

- Number of people in King County that are currently eligible for HEN: **9,600+** (30,839 statewide)
- Total Enrolled Clients in HEN: **2,763**
  - Fully enrolled in HEN: **2,237**
    - Housed: **2,006 (90%)**, Unhoused: **223 (10%)**
  - Completed TEN Intake: **526**
    - Housed: **358 (68%)**; Unhoused: **167 (32%)**
- Essential Needs Bags distributed since January 2023: **2,270**
- ORCA Cards Distributed at TEN: **418**

## WHEN CLIENTS ENROLL IN HEN...

- At intake, CCS collects **demographic** and **Consolidated Housing Grant Assessment data**.
- This **data**, along with the **relationship** built with their case manager, and **additional assessments**, is helping CCS to be more strategic about **prioritizing clients** for the next HEN openings (versus original process of whoever was first on phone on first of month).
- This is creating a **more equitable way** to serve clients.
- It is also helping us **better understand the needs** of those we haven't been able to yet serve.
- And hopefully, **can help advocate** for more \$ to serve more people!



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# HEN KING COUNTY LOCATIONS & CONTACT

## HEN Resource Line

- (206) 328-5755, [HENKCC@ccsww.org](mailto:HENKCC@ccsww.org)

## HEN Transportation & Essential Needs Intakes

- The Phoenix Center at 2329 Rainier Ave S., Seattle
- Open Hours/Walk-Ins: Tues-Wed-Thurs 10:00am – 2:00pm

## HEN Rental Assistance Services & EN Bag pick up

- Randolph Carter Center at 100 23<sup>rd</sup> Ave., Seattle
- Kent Family Center at 1225 W. Smith Street, Kent

# QUESTIONS?

## CONTACT:

Trisha Matthieu, Director, HEN: 206-798-2511, [pmatthieu@ccsww.org](mailto:pmatthieu@ccsww.org)

HEN Resource Line: 206-328-5755 or [HENKC@ccsww.org](mailto:HENKC@ccsww.org)



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