

# HEN ELIGIBILITY AND PROCESS IN KING COUNTY

SEPTEMBER 29, 2022

So... what's the **current state** of affairs of HEN in KC, and what's the **plan** for the near future?



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## WHAT IS HEN & WHO QUALIFIES?

HEN 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](#). **Eligibility for HEN housing assistance** is determined by the [Department of Commerce](#) through a network of homeless and homeless prevention service providers, and is managed by Catholic Community Services of Western Washington (CCSWW).

**Qualification for the HEN** (Housing and Essential Needs) program is determined by DSHS.

*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

## *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.*

## *Transportation and Essential Needs*

- Transportation assistance-ORCA LIFT annual subsidized card,
- Hygiene and cleaning supplies



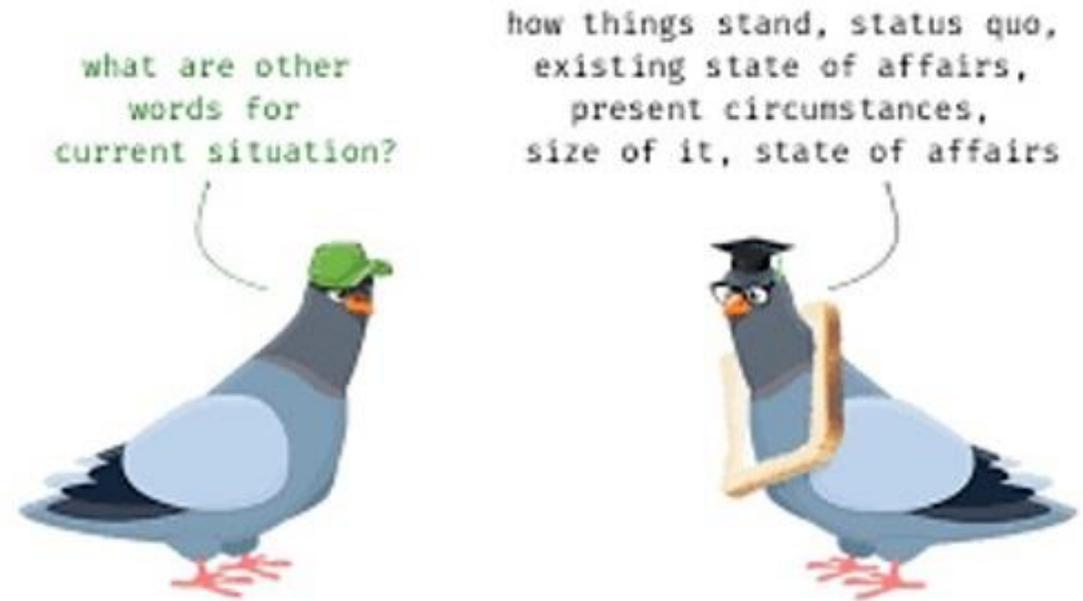
# CURRENT SITUATION

## *Our statistics*

- Total Clients: **2,954**
  - Housed: 1871
  - Homeless: 1073
  - Unknown: 10

## *Due to the pandemic...*

- We are still closed to new intakes and overspending our current contract.



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## CURRENT SITUATION

*But, per the Department of Commerce...*

- The waiver halting exits is ending in **October, 2022**.

*Which means...*

- We are re-verifying everyone enrolled by the **end of September**.
- We will be sending out letters notifying those who are no longer eligible the **second week of October**.
- The letter will indicate that they may be eligible for benefits until **January 28<sup>th</sup>, 2023**.

# NOTICE

## Notice of Services Termination

You are receiving this letter because you are currently enrolled in the King County Housing and Essential Needs Program (HEN).

**According to the Department of Social and Health Services (DSHS), you are no longer eligible for the HEN program.**

**If you believe that this is an error**, we encourage you to contact DSHS at (877)501-2233 or visit your local DSHS office as soon as possible. You can find the office locations at <https://www.dshs.wa.gov/office-locations>.

You may continue to receive HEN benefits until January 28, 2023. If there is no change in your eligibility status, **then HEN will exit you from the program on January 28, 2023.**

Once you are exited from the program you will no longer be eligible for Essential Needs (hygiene and cleaning supplies), Rental Assistance or Transportation Assistance.

The HEN Program does not have the authority to change your eligibility with DSHS. Please direct all questions about your benefit eligibility status to DSHS. Again, their phone number is DSHS (877)501-2233.

Special request for people receiving SSI:

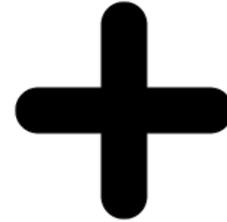
If you have recently transitioned onto the SSI - Supplemental Security Income program, please contact us at (206) 328-5755 or email [HENKC@ccsww.org](mailto:HENKC@ccsww.org) to see if you might be eligible to continue receiving rent assistance through our agency. We cannot guarantee that services will continue but can screen you for eligibility.

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## WHAT HAPPENS AFTER THE LETTERS GO OUT?

- Clients can call DSHS to dispute their eligibility claims. If successful, will be re-enrolled.
- HEN staff will exit everyone ineligible by January 28, 2023.
- HEN management will spend February figuring out available funding and openings.
- If funding allows, new clients will be enrolled in HEN prevention and rapid-rehousing services beginning in spring 2023.
- The new HEN clients will be prioritized from clients who are enrolled in TEN.

## WAIT! WHAT'S TEN?



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

## WHY TEN?

- As you know, **more people qualify** for HEN than there is budget to support them.



- **Before the waiver**, when a person received a DSHS letter telling them they are eligible for HEN they would have to be the **first in line** on the phone at the first of the month.
  - **Problem? Super inequitable**, long waits, **broken phone lines**, and **lots of people turned away**.

- **Since the waiver**, when a person receives the DSHS letter, they call the HEN intake line and everyone is told HEN is **not able to accept new clients** at this time.
  - **Problem? Just horrible all around**.



# ENTER TEN

*Beginning in November 2022:*

- When people call the HEN intake line after getting their DSHS Eligibility letter, even if there isn't budget to offer them rental assistance, **they won't be turned away.**
- They will be **offered the ability to enroll in TEN.**
- At the Phoenix Center, where TEN will be housed, they can:
  - Speak with a **case manager** who can help direct them to a variety of resources
  - Receive an **ORCA Lift card**
  - Pick up a monthly **Essential Needs bag.**



## WHEN CLIENTS ENROLL IN TEN...

- CCS will collect **demographic** and Consolidated **Housing Grant data**.
- This **data**, along with the **relationship** built with their case manager, and **additional assessments** (such as VAT), will help CCS work with CEA to be more strategic about **prioritizing clients** for the next HEN openings.
- This will create a **more equitable way** to serve clients.
- It will also help 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!



**QUESTIONS?**



**CATHOLIC COMMUNITY SERVICES**  
**CATHOLIC HOUSING SERVICES**  
OF WESTERN WASHINGTON