

Engrossed Substitute House Bill (ESHB) 2667 Frequently Asked Questions (FAQ)

Q1: What are the changes to the ABD Program?

A1: There is one change. A referral to the HEN Program is now a benefit of the ABD Program.

- ✓ Social Services Staff must generate a HEN Referral letter (DSHS 10-461) for all ABD approvals.
 - Just like the ABD cash benefit and SSI Facilitation, a referral to HEN is valid as long as the client is eligible for ABD.
 - The SSI Facilitator must include a HEN Referral letter (DSHS 10-461) when approving ABD (e.g. after resolving non-cooperation).
- ✓ All current Social Services policies and procedures remain the same when a client transitions from ABD to the HEN Referral Program (e.g. final disability determination from SSA).

Q2: What are the changes to the HEN Referral Program?

A2: There is one change. Clients incapacitated primarily due to a substance use disorder (SUD) are now eligible for the HEN Referral Program.

- ✓ An SUD is classified as a mental disorder and must be contained in the current Diagnostic and Statistical Manual of Mental Disorders (DSM).
- ✓ A diagnosis of an SUD must be from an “acceptable medical source” listed in [WAC 388-447-0005](#).
 - Once an “acceptable medical source” has established a diagnosis, the Disability Specialist can use “supplemental medical evidence” (e.g. from a chemical dependency professional) and “other evidence” (e.g. public and private agencies, personal observation, etc.) as supporting documentation as needed.
- ✓ In addition to a diagnosis of an SUD, a client must meet all HEN Referral Program eligibility requirements under [WAC 388-400-0070](#) (e.g. determined incapacitated via the PEP).
- ✓ All clients approved for the HEN Referral Program based on an incapacity of SUD are required to complete a chemical dependency assessment and recommended treatment per [WAC 388-447-0120](#).

Q3: How will ICMS automation support the new rules?

A3: Changes to ICMS are underway and expected to be in place in the month of April.

- ✓ The updated SEP will allow the PEP (incapacity determination) to continue when a client has a primary incapacity of an SUD.
 - Social Services Staff shouldn’t note any significant changes to the look or feel of the existing SEP. There are no new questions or screens.
- ✓ ICMS will display the “Print the HEN Referral (10-461)” screen after Social Services Staff generates an ABD approval (14-118).
 - Please note, because Financial Services Staff initially approve clients Aged 65 or older (and refer to Social Services via the DSHS 14-084), the Disability Specialist must remember to generate a HEN Referral letter (DSHS 10-461) in ICMS for these clients. The “[ABD Aged Referrals](#)” procedure in the CSD Procedures Handbook has been updated to reflect this change.

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Q4: What happens if the Disability Specialist denies a case for substance use before automation is in place?

A4: Headquarters staff will identify any cases denied for substance use on or after March 13th, 2018. Eligibility for the HEN Referral Program will be re-determined for these clients. Please note this will likely be a very small number of cases across the state.

Q5: How will CSD notify ABD recipients that they are now eligible for a referral to the HEN Program?

A5: The following hyperlinked [announcement](#) is being sent to all ABD recipients. An English version has been mailed to all ABD recipients, and translated versions will be sent to LEP clients as soon as they are available.

- ✓ Staff are welcome to provide copies of the mailer or the HEN Referral letter (DSHS 10-461) to clients upon request.

Q6: Are there any specific changes that affect Financial Services Staff?

A6: When a Financial Services Specialist approves ABD, they must add the Barcode "CSD-ABD Approval" state office canned text to the ACES Approval Letter (0002-01).

Financial staff should also generally understand that: 1). A referral to HEN is a new ABD Program benefit, and 2). A client may be eligible for the HEN Referral Program (GA-U) based on a substance use disorder.

- ✓ Please note, all current policies and procedures regarding determination of shelter costs remain the same. Rental assistance through the HEN Program is not considered "assured free housing" and is not guaranteed.

Q7: How does this change affect the Department of Commerce and local HEN Providers?

A7: With the inclusion of ABD, CSD will issue an additional 19,000+ referrals to the HEN Program. The legislature has not appropriated additional funding for the HEN Program at this time. The Department of Commerce has emphasized the need for local HEN Providers to prioritize clients in greatest need. (Factors that HEN Providers use to determine this need include, but are not limited to, unsheltered homelessness, chronic homelessness, and length of time homeless).

Please continue to note, while all clients receiving a referral to HEN are eligible for essential needs items, eligibility for HEN housing assistance is determined on an individual client basis by Commerce's network of HEN Providers.

- ✓ Commerce has initiated communication of these changes to their network of HEN Providers.
- ✓ HEN Providers are able to verify eligibility for all ABD related referrals based on their current Benefit Verification System (BVS) access.
- ✓ If HEN Provider staff have questions beyond individual client eligibility, Social Services Staff should forward the question to their Social Services Supervisor. Supervisors should forward the question to their Social Services Coordinator when unable to resolve locally.