

Department of Social and Health Services

Olympia, Washington

EAZ Manual

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Category Additional Requirements for Emergent Needs (AREN)
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Summary

Updated section to align with plain talk requirements.

See below for edited text:



Emergency Assistance Programs - Additional Requirements for Emergent Needs (AREN)

Revised ~~May 9, 2014~~ ~~November XX, 2017~~ [January 22, 2018](#)

Purpose:

This section describes an additional cash benefit available only to ~~persons~~ families, individuals, and pregnant women eligible for receiving Temporary Assistance to Needy Families (TANF), State Family Assistance (SFA), or Refugee Cash Assistance (RCA) programs.

WAC 388-436-0002 If my family has an emergency, can I get help from DSHS to get or keep our housing or utilities?

- Clarifying Information and Worker Responsibilities

Clarifying Information - WAC 388-436-0002

The intent of the AREN program is to keep clients in to their housing, and prevent utility disconnection, or get clients into housing that they can afford on an ongoing basis and get utilities connected. Paying for a hotel or motel stay should be a last resort and for a short-term solution.

1. Families may be eligible when they:

- Have an emergent need to get or keep housing or utilities (See AREN Emergency Needs Table);
- Are eligible for Temporary Assistance for Needy Families (TANF), State Family Assistance (SFA), or Refugee Cash Assistance (RCA);
- Have good reason that they don't have enough money to pay the housing or utility costs; and
- Haven't received the maximum AREN payment (\$750), as an adult, in the last 12-month period.

1.2. NOTE: Clients must complete a cash assistance application as required in WAC 388-406-0010 for cash assistance. If they client does not don't get assistance at the time of the AREN request, does not Clients who don't want on-going TANF, SFA or RCA can't receive AREN; however, and has an if they have on-going means of support, the client must complete an application as required in WAC 388-406-0010. We would then look at they may be the client's eligibility eligible for Diversion Cash Assistance.

EXAMPLE ~~Susan, her minor daughter Cindy, and Cindy's child get TANF. They received AREN for an emergency housing need on August 5, 2006. Cindy later moved out of the TANF AU with the child. Cindy requested AREN on October 5, 2006. The worker decided Cindy had a good reason for not having money to meet their needs. Cindy is a minor child and lived with an adult when her AU received AREN. Cindy could get AREN.~~

EXAMPLE ~~A TANF AU of Mom, Dad, and two children received AREN in August. Mom and one of the children moved out of the AU at the end of August. Mom was an adult member of an AU that received AREN. If Mom requested AREN, the amount she received in August would be deducted from the \$750 twelve month limit.~~

EXAMPLE ~~Doug, Sally and their child receive AREN of \$750 in March of 2010 to prevent eviction from their apartment. Doug and Sally get divorced, and he marries Tiffany in 2012. He and Tiffany apply for AREN to prevent utility shut off. Tiffany has never applied for, or received AREN. The assistance unit is eligible for AREN, because neither Doug nor Tiffany has received any AREN funds within the past twelve months.~~

Decide if the client has an emergency housing or utility need and the amount of the need. The client must have an emergency need under WAC 388-436-0002 (3).

3. AREN for "child only" households:

Households that receive a "child only" grant (e.g., non-needy relative, SSI parent, or someone acting in loco parentis) may receive AREN for emergent needs because the emergent need has an impact on children receiving TANF, SFA, or RCA. When we determine the household's needs, we must consider the income of the entire household, including income that we exclude when determining the household's ongoing assistance.

4. We consider a client who applies for TANF in Washington but isn't eligible until the month after the application because they received TANF in another state to be receiving TANF for the purposes of this rule. The client can get AREN if they meet all other eligibility factors.

NOTES:

1. -See **VERIFICATION** for information on how to get verification. Use ACES letter, 0075-02 AREN Status. If you need to request verification of the amount of the client's emergency need ~~in writing, use ACES letter 0075-02 AREN Status.~~
2. **NOTE:** A statement from the client or their landlord that they are simply behind on their rent ~~does not~~doesn't necessarily meet the emergency requirement. At that point, the landlord may be willing to make arrangements for a payment plan with the client.
3. We may consider WorkFirst Support Services to meet client's needs if the client gets TANF/ SFA and doesn't meet AREN eligibility.
4. We may consider AREN funds for an emergency housing or utility need when the bill isn't in the client's name. We must obtain verification that the client is responsible for payment.

AREN Emergency Needs Table

This table includes acceptable needs for AREN payments but doesn't cover reasons a client may not have money. These guidelines don't cover every acceptable reason for a client to not have money to cover their expenses. If you aren't sure if a client has good reason for how they spent their funds, you may want to talk to your lead worker or supervisor about the situation.

| Emergency Need | AREN payment? | Comments |
|----------------|---------------|----------|
| Back Rent | Yes | |
| Car Repair | No | |
| Clothing | No | |

| Emergency Need | AREN payment? | Comments |
|--|---------------|--|
| Credit Card Bills | No | |
| Deposits for rent or utilities | Yes | |
| Food | No | <ul style="list-style-type: none"> • If client does notdoesn't get food assistance, ask if they want to apply. • We may replace food bought with food assistance benefits and lost in household disaster. See WAC 388-412-0040. |
| Furniture | No | |
| Home repairs | Yes | <p>When:</p> <ul style="list-style-type: none"> • tThe damage puts the client's health or safety at risk; and • • • The client owns the home; <u>or</u> • Or, tThe landlord will notwon't fix the damage, and it is less expensive to fix the damage than to move. |
| Licensing, auto fees, automobile insurance | No | |
| Relocation | Yes | <ul style="list-style-type: none"> • To flee domestic violence. • To leave unsafe housing. • As a lower cost option to paying back rent to prevent eviction. |
| Short-term lodging such as motels | Yes | <ul style="list-style-type: none"> • Only when there is no other option. • Decide how long of a stay to approve based on when you expect the client to get more permanent housing. • Not allowed on an ongoing basis. |
| Utility Bills | Yes | <ul style="list-style-type: none"> • The least amount to prevent a utility shut off. • For phone service, only the amount to keep |

| Emergency Need | AREN payment? | Comments |
|--------------------------------------|---------------|---|
| | | local phone service when the client needs the service for their health and safety. |
| <u>Basic Local Telephone Service</u> | <u>Yes</u> | <ul style="list-style-type: none"> • <u>Only allow AREN to get phone service or prevent a shut-off of basic service when the client can show a need for the service to meet the client's health and safety needs.</u> • <u>Refer clients who need help with their phone service to local community resources.</u> |

NOTES:

~~If you can meet the client's emergency needs using AREN, continue to the next step. If not, the AU is not eligible for AREN. If the client gets TANF or SFA, look to see if you can meet the need with.~~

EXAMPLES:

1. Susan, her minor daughter Cindy, and Cindy's child get TANF. They received AREN for an emergency housing need on August 5, 2006. Cindy later moved out of the TANF AU with the child. Cindy requested AREN on October 5, 2006. The worker decided Cindy had a good reason for not having money to meet their needs. Cindy is a minor child and lived with an adult when her AU received AREN. Approve AREN as long as Cindy meets all other eligibility criteria.
2. A TANF AU of Mom, Dad, and two children received AREN in August. Mom and one of the children moved out of the AU at the end of August. Mom was an adult member of an AU that received AREN. Deduct the amount Mom received from the \$750 twelve-month limit if she requests AREN.
3. Doug, Sally and their child receive AREN of \$750 in March of 2010 to prevent eviction from their apartment. Doug and Sally divorce, and he marries Tiffany in 2012. He and Tiffany apply for AREN to prevent utility shut off. Tiffany never received AREN. The assistance unit is eligible for AREN because neither Doug nor Tiffany received AREN funds within the past twelve months.
- 1.4. ~~EXAMPLE~~ A four-person AU applied for TANF and requested AREN to pay for new housing and furniture. The AU currently lives in a domestic violence shelter. The AU has no income; but will get \$562 in TANF monthly. The rent for the new apartment is \$450 a month. We can use AREN to get the new apartment; but not for furniture. Refer the client to resources in the community to see if someone can help with the client's furniture needs.
- 2.5. ~~EXAMPLE~~ A two-person AU asked for AREN to help pay for their overdue utility bill and current long-distance telephone bill. The family provided proof that their usual monthly income covers these expenses but due to an injury, the client missed ~~six~~6 weeks of work. The client had a claim for L&I,

but after a delay the client ended up receiving benefits for two weeks instead of the six weeks of benefits the client expected. We can use AREN for the utility costs. We ~~do not~~don't pay the long distance bill, because the service ~~is not~~isn't a health or safety factor. ~~If the client does not already get local phone service at a reduced rate, refer them to the local phone company to apply for the Washington Telephone Assistance Program (WTAP).~~

NOTE: ~~These guidelines do not cover every acceptable reason for a client to not have money to cover their expenses. If you are not sure if a client has good reason for how they spent their funds, you may want to talk to your lead worker or supervisor about the situation.~~

~~3.6.~~ **EXAMPLE** A three-person AU requests AREN to pay for rent that is two months behind. The AU's only income is their TANF grant of \$478. The AU lives in subsidized housing and has a rent cost of \$300 a month. Look at how the AU spent their grant for the last two months ~~To~~to decide if the AU is eligible for AREN, ~~we must look at how the AU spent their grant for the last two months.~~ The AU must show that their TANF grant was used to pay other necessary expenses as listed in [WAC 388-436-0002](#). Make your decision based on information that is readily available to the AU.

~~7.~~ **EXAMPLE** A family of four applied for assistance and asked for AREN to pay for a utility bill and rent that is three months past due. The mom left her job a week ago when she was diagnosed with cancer. Her overdue utility bill is \$400 and her overdue rent is \$1800. Her monthly rent is \$600. Although the family has an emergency housing need, we must look at how the AU has spent their money for the last three months. Some questions to ask are:

- ~~—~~Were the AU's earnings used to pay for necessary expenses-, such as medical care?
- ~~—~~Will the AU be able to pay for the ongoing rent of \$600 in addition to their other bills?
- ~~—~~Will the AU's only source of income be the TANF grant of \$562, or will they have other forms of income, (such as SSI or child support in addition to TANF,) ~~that will be available~~ to meet their future needs?

~~—If not,~~Decide if it ~~would be~~is more appropriate to look at AREN to help the family get housing they ~~could~~can afford based on the AU's change in income.

~~4.8.~~ **EXAMPLE** A three-person AU requested AREN to avoid eviction and pay \$1600 for rent that is two months overdue. The ongoing rent is still \$800 a month, and the AU's only income is the TANF grant of \$478 a month. Even if the AU has good reason for their lack of funds to meet the emergency need, ~~you may not want to issue AREN to prevent the eviction. T~~he AU is living beyond their means and ~~can not~~can't show how they will be able to afford this expense in the near future. ~~Instead,~~eConsider looking at using AREN to help the family avoid homelessness by getting housing that they can afford based on their income.

~~5.9.~~ **EXAMPLE** ~~If a client comes in with~~ On October 5th a two-person AU requests AREN for an eviction notice on the 1st of October and a utility shut off notice on the 25th of November, ~~w~~e can use AREN to pay the landlord and the utility company as long as they meet the AREN requirements, and the total amount ~~does not~~doesn't exceed \$750.

6.10. EXAMPLE Mom and Dad get TANF for their two children. The AU received \$400 in AREN for their emergency housing needs on August 10. Mom and dad split up at the end of August. Dad moved out with one child and is now in a new AU. Mom stayed in the home with the other child and is in the original AU. On October 1st, Dad requested AREN for a utility shut-off. Dad was an adult member of an AU that received AREN. He is eligible for up to \$350 in AREN.

~~2. Application process: Clients that need AREN can request assistance as follows:~~

~~1. If a client **currently gets** TANF, SFA, or RCA, the client can request AREN by:~~

~~1. Completing the Emergency Assistance Request, DSHS 14 337(X), or~~

~~2. Requesting the assistance over the phone and we will complete form DSHS 14-337(X).~~

~~2. If a client **does not get** TANF, SFA, or RCA, they must complete both an:~~

~~1. Application as required in WAC 388 406 0010, and~~

~~2. Emergency Assistance Request, DSHS 14 337(X).~~

~~3. If a client is requesting assistance with utility bills, the Department must receive confirmation from the local community resources providers that utility assistance is unavailable.~~

~~4. All AREN requests for assistance beyond five hundred dollars and up to the seven hundred fifty dollar program limit require referral to a supervisor or designee for approval of payment.~~

7.11. EXAMPLE Shelley receives a monthly TANF grant of \$305 because she is acting in the place of a parent for John, an unrelated child. Despite her best efforts to keep up on the bills, John's was hospitalizationed and ~~the~~ unplanned medical expense prevented Shelley from being able to pay the utility bills. She ~~has now~~ received a notice to pay the \$380 balance, or the heat will be cut off in February. Because Shelley receives a TANF grant for John's needs, ~~we can consider paying the~~ Shelley may be eligible for AREN to pay the emergency utility cost ~~under AREN.~~ When evaluating the request, w~~We~~ do consider Shelly's income and available cash resources for AREN, even though we ~~did not~~didn't use this to determine eligibility for the child-only TANF grant.

~~A client who has applied for TANF in Washington, but is not eligible until the month after the application because they received TANF in another state, is considered to be receiving TANF for the purposes of this rule. The client can get AREN if they meet all other eligibility factors.~~

8.12. EXAMPLE In March, a TANF eligible family moves from California to Washington. The family applies for assistance in Washington on 3/15/07, ~~and is determined TANF eligible.~~ The family is eligible for TANF beginning 04/01/07 ~~Because they family~~ received March TANF benefits from California, ~~their Washington TANF grant cannot be opened until 4/1/07.~~ They can get AREN in March if they meet all other program requirements.

~~The intent of the AREN program is to get clients into housing that they can afford on an ongoing basis. Paying for a hotel or motel stay should be a last resort and for a short term solution.~~

~~We only allow AREN to get phone service or prevent a shut off of basic service when the client can show a need for the service to meet the client's health and safety needs. Refer clients who need help with their basic phone service to the local phone company to apply for the Washington Telephone Assistance Program (WTAP). See chapter 388-273 WAC. Examples of clients that may need a phone for health and safety reasons include:~~

~~AREN for "child-only" households:~~

~~Households that receive a "child-only" grant (e.g., non-needy relative, SSI parent, or someone acting *in loco parentis*) may receive AREN for emergent needs because the emergent need has an impact on children receiving TANF, SFA, or RCA. When we determine the household's needs, we must consider the income of the entire household, including income that we exclude when determining the household's ongoing assistance.~~

- ~~1. When a client receives TANF from another state:~~
- ~~2. Use of AREN for temporary housing:~~
- ~~3. AREN to get or prevent a shut off of basic telephone service:~~
- ~~4. The \$750 twelve-month limit follows all adults in the same assistance unit and minor parents that were not living with an adult when the AU received AREN. The limit also applies to non-needy caretakers who receive AREN on behalf of a child.~~

Worker Responsibilities - WAC 388-436-0002

Application Process

1. Clients may request AREN as follows:
 1. A client who **currently gets** TANF, SFA, or RCA, may request AREN by:
 1. Completing the Emergency Assistance Request, DSHS 14-337(X), or
 2. Requesting the assistance over the phone, and we will complete form DSHS 14-337(X).
 2. A client who **doesn't get** TANF, SFA, or RCA must complete all of the following:
 1. Cash assistance application as required in WAC 388-406-0010, and
 2. Emergency Assistance Request, DSHS 14-337(X).
2. Determine if AU is eligible for AREN per Clarifying Information #1 or WAC 388-436-0002 (1).
 1. Obtain proof of the client's need and the cost it would take to end the emergency.
 2. Determine if the assistance unit still has AREN funds available to resolve the emergent need. If not, the AU isn't eligible for AREN unless they meet ETR criteria.
 3. Decide if AREN will meet the client's emergency housing or utility need. We can only use AREN to help a client get or keep housing and utility services. Use the AREN Emergency

Needs Table to determine what needs are allowable through AREN. If not, the AU isn't eligible for AREN.

4. Decide if the client has good reason for why the AU doesn't have enough money to pay for the expense. If the client has good reason, continue to the next step. If not, the AU isn't eligible for AREN. Some questions to look at when you decide if a client has good reason include:

—Did the client misuse their money?

- Did the client spend their money in a reasonable manner under the circumstances?
- Was the client's choice of how they ~~to spend~~ their funds reasonable at that time?
- Did the client spend their money on necessary expenses?
- Do the client's circumstances, such as mental or physical disability, explain why they used their money in a way that would not typically be looked at as a reasonable? If so, discuss Equal Access (EA) services available to the client.
- Will paying the request meet the client's short-term emergency need, or will the client continue to need additional assistance? Will the action just delay what will happen anyway? If the request will just delay the emergency need, you may want to discuss other options with the client.
- Is the client in non-compliance WorkFirst sanction with a reduced grant?

5. Determine if an adult in the AU received AREN within the past twelve months.

1. If so, they may receive the unused amount from the \$750 as applicable (this includes adults who left an AU that received AREN and reapplies for AREN in a new AU) , or submit Exception to Rule (ETR) request for payments that exceed the \$750 twelve-month limit using the ETR process. Headquarters will only approve AREN ETRs relating to health and safety. Some examples of ETR situations are:

1. Elderly or disabled clients.
2. Clients who need access to emergency services. (e.g., a parent of a child who is on a ventilator would need a phone to contact an ambulance in an emergency).
3. Domestic violence victims or others who are likely to need police protection.

2. If not, they may receive up to \$750.

6. Determine the lowest amount that will end the client's emergency housing or utility need up to the twelve-month maximum of \$750, and issue the lowest amount needed to resolve the emergency completely, not just for a few months. Use the following steps to decide on the lowest amount:

1. Contact the organization/person the client owes the payment to (e.g., landlord, utility company, etc.) and determine:

1. How to prevent eviction or utility shut-off.
2. Whether the vendor will set up a reasonable payment plan or partial for the debt. **Don't provide legal advice or attempt to settle a client's legal claims.**

2. Determine client's **available** resources to meet the need (e.g. cash, checking, savings) and reach an agreement with the client on how much of the need they can cover. Clients don't have to use all of their resources to meet the emergency need. Look at what other expenses the client may need to pay. The following are examples of possible resources:
 1. Money on hand in the form of cash, checking or savings.
 2. Income the AU has that isn't excluded for cash assistance. (income of an SSI child, earnings of an ineligible AU member, etc.)
 3. Money voluntarily provided by other individuals such as family or friends.
 4. Money from a non-needy relative caretaker living in the home.
3. Check other resources that may be able to meet the client's needs.
4. Look at what community resources are available to the client to meet the emergency need and refer as applicable (e.g. Catholic Charities, LIHEAP, Millionaire's Club, Multi-Service Center, Salvation Army, St. Luke's, St. Vincent DePaul, etc.).
7. Refer all AREN requests for assistance beyond five hundred dollars and up to the seven hundred fifty dollar program limit to a supervisor or designee for approval of payment.
8. Issue AREN for the approved needs by vendor payment after you determine the least amount necessary to meet a client's emergency housing or utility need,. **You must issue AREN payments directly to a registered vendor.**
9. Give or send the ACES letter 0075-02 AREN Status to the client.
10. Review the circumstances that led to the client requesting AREN and decide if the client should have a protective payee under WAC 388-460-0020 and WAC 388-460-0035. Refer the client to social services to get a payee if necessary.
11. Document the following in the remarks of the AREN screen for the AU:
 1. Date and amount of request,
 2. Eligibility for TANF/SFA or RCA,
 3. The type of housing/utility emergency the client has,
 4. The good reason for not having funds to meet their expenses,
 5. The lowest amount needed to end the emergency need and how this amount (include the name, title, and phone number of the person you spoke with if you used a collateral contact),
 6. Whether or not you approved AREN,
 7. The vendor/landlord name and vendor ID number, and
 8. Amount approved (if any).

NOTES:

1. Complete all AREN denials in writing. Use ACES letter 0075-02 AREN Status.
2. Find out if the utility company will separate the expenses if they provide services not related to the client's health or safety (e.g., one company provides electric, phone, cable, and garbage). **Don't** pay for services that are unrelated to health and safety if the company will separate the expenses.

~~_____ When a client requests AREN, they must complete the Emergency Assistance Request DSHS 14-337(X). If a client makes the request by phone, complete the form for the client. Do not require a signature on the form. Complete the steps below to decide if the client is eligible for AREN and how much to issue:~~

~~7. — Exception to rule (ETR):~~

~~Payments that exceed the \$750 twelve-month limit may be requested using the Exception to Rule (ETR) process. ETRs for AREN are authorized through headquarters. Only those relating to health and safety will be approved.~~

EXAMPLES

1. ~~-A three-person AU applies for AREN. Mom's gross earned income is \$1500 a month. The AU is not is n't eligible for AREN because the AU exceeds the gross earned income limit of \$955 for the AU size. Ask the client if they want to apply for medical and food assistance.~~
2. ~~**EXAMPLE** A two-person AU applies for TANF and AREN. Mom earns \$800.00 monthly. The AU has no other income. Both the mother and the 17-year old child are fleeing felons. The AU is not is n't eligible for AREN. The AU is not is n't eligible for food assistance.~~
3. ~~**EXAMPLE** A four-person AU applies for AREN. The father is the only person with income. He gets \$800 a month in unemployment compensation. The AU is not is n't eligible for AREN because the AU's unearned income is greater than the TANF/SFA and RCA payment standard of \$613 for the AU size. Ask the client if they want to apply for food assistance.~~
4. ~~**EXAMPLE** A three-person AU applies for AREN. Mom earns \$900.00 monthly. The AU has no other income. They meet all the requirements for TANF eligibility. Continue to the next step below to decide if the client has an emergency housing or utility need. /p>Approve AREN if the AU meets all other eligibility criteria.~~

~~5. — Elderly or disabled clients.~~

~~6. — Clients who need access to emergency services. (e.g., a parent of a child who is on a ventilator would need a phone to contact an ambulance in an emergency).~~

~~7. — Domestic violence victims or others who are likely to need police protection.~~

When a client leaves an AU that received AREN:

~~**NOTE:** Complete all AREN denials in writing. Use ACES letter 0075-02 AREN Status.~~

~~7. — Document the client's request for AREN in the ACES Narrative.~~

- ~~• — Decide if the client is eligible for TANF/SFA or RCA:
 - ~~• — If the client is not eligible for TANF/SFA or RCA, the AU is not eligible for AREN. If the client does not get food assistance or medical benefits, ask the client if they want to apply for them.~~~~

- ~~Deny AREN if the client receives TANF/SFA and has a WorkFirst Sanction or is in Non-Cooperation with the Division of Child Support.~~
- ~~Review the case to determine if an adult or minor parent not residing with an adult has received AREN assistance that should be applied towards the \$750 twelve-month limit.~~

~~2. If the client is eligible for TANF/SFA or RCA, continue to the next step.~~

~~3. Decide if the client has an emergency housing or utility need and the amount of the need. The client must have an emergency need under WAC 388-436-0002(3).~~

~~1. If the client does not have an emergency housing or utility need, the AU is not eligible for AREN.~~

~~2. If the client has an emergency housing or utility need, obtain proof of the client's need and the cost it would take to end the emergency.~~

~~5. If the client does not have an emergency housing or utility need, the AU is not eligible for AREN.~~

~~6. If the client has an emergency housing or utility need, obtain proof of the client's need and the cost it would take to end the emergency.~~

~~7. Determine if the assistance unit still has AREN funds available to resolve the emergent need.~~

~~8. Decide if you can use AREN to meet the client's emergency housing or utility need. We can only use AREN to help a client get or keep housing and utility services. Use the table below to find out which needs we can pay through AREN.~~

~~1. Decide if the client has good reason for why the AU does not have enough money to pay for the expense. If the client has good reason, continue to the next step. If not, the AU is not eligible for AREN. Some questions to look at when you decide if a client has good reason include:~~

~~1. Did the client misuse their money?~~

~~2. Did the client spend their money in a reasonable manner under the circumstances~~

~~3. Was the client's choice to spend their funds reasonable at that time?~~

~~4. Did the client spend their money on necessary expenses?~~

~~5. Do the client's circumstances, such as mental or physical disability, explain why they used their money in a way that would not typically be looked at as a reasonable? If so, you should discuss Necessary Supplemental Accommodation (NSA) services available to the client. See [NSA](NSA.shtml).~~

~~6. Will paying the request meet the client's short-term emergency need, or will the client continue to need additional assistance? Will the action just delay what will happen anyway? If the request will just delay the emergency need, you may want to discuss other options with the client.~~

~~2. Find out if an adult in the AU has received AREN within the past twelve months, the amount they are eligible for is \$750 minus what they have already received.~~

~~3. Determine the lowest amount that will end the client's emergency housing or utility need up to the twelve-month maximum of \$750, and issue the lowest amount needed to resolve the emergency completely, not just for a few months. Use the following steps to decide on the lowest amount:~~

NOTE: If the utility company provides services not related to the client's health or safety (e.g., one company provides electric, phone, cable, and garbage), find out if the provider will separate the expenses. Do **not** pay for services that are not related to health and safety if the company will separate the expenses.

5. **EXAMPLE** In December, a TANF-eligible family of three requests AREN for \$500 to repair the heater in their home. The family ~~does not~~doesn't have any other safe and reliable way to keep their home heated. The family ~~is not~~isn't on assistance and ~~does not~~doesn't want ongoing assistance. The family's gross income is normally \$900 a month, but the father had to take a leave of absence for two months due to a medical emergency. Even though AREN would cover this expense, ~~we would not authorize AREN for the repairs. The AU is ineligible since the client is eligible for TANF but is not requesting~~doesn't want ongoing benefits. ~~we must look at their~~Review eligibility for Diversion Cash Assistance for the emergency housing need under [WAC 388-432-0005](#) with the client.
6. **EXAMPLE** A TANF AU requested AREN to help pay for a leak in the roof. The AU lives in an apartment and the lease agreement states that the landlord is responsible for maintenance and repairs of the apartment. The AU would have to contact the landlord and have them fix the roof. The client can reference the [Residential Landlord-Tenant Act](#) to persuade the landlord to make the needed repairs. If the family's health or safety is endangered ~~ed~~ and the landlord refuses to make the needed repairs, use AREN for the least expensive option of making the repair or relocating the client.
7. **EXAMPLE** A three-person TANF AU requested AREN to help prevent eviction. The AU provided court papers showing the amount they owed. In order to avoid eviction, the AU needed to pay \$600.00 in back rent and \$80.00 in court and legal fees. We can use AREN to pay for the legal and court fees only if it will prevent the AU from ~~being evicted~~eviction or ~~foreclosed~~foreclosure.

1. ~~Contact the person the client owes the payment to (e.g., landlord, utility company, etc.). Find out what it will take to prevent the client from being evicted or having their utilities shut off. Ask if the vendor if they will set up a payment plan for the debt or if they will accept a partial payment and have the client set up a realistic repayment plan for the rest of the bill. Do not provide legal advice or attempt to settle a client's legal claims.~~
2. ~~Look at what resources the client has available to meet the need (e.g. cash, checking, savings). Reach an agreement with the client on how much of the need they can cover. Clients do not have to use all of their resources to meet the emergency need. Look at what other expenses the client may need to pay. The following are examples of possible resources:~~
 1. ~~Money on hand in the form of cash, checking or savings.~~
 2. ~~Income the AU has that is not excluded for cash assistance. (income of an SSI child, earnings of an ineligible AU member, etc.)~~
 3. ~~Money from other individuals such as family or friends voluntarily provide.~~
 4. ~~Money from a non-needy relative caretaker living in the home.~~

3. — Check other resources that may be able to meet the client's needs:
4. — If the client does not get and is not applying for ongoing TANF/SFA benefits, use Diversion Cash Assistance (DCA) instead of AREN. See WAC 388-432-0005 for information on DCA.
5. — Look at what community resources **are available** to the client to meet the emergency need. (e.g. Catholic Charities, LIHEAP, Millionaire's Club, Multi-Service Center, Salvation Army, St. Luke's, St. Vincent DePaul, etc.)
 1. — After you determine the least amount necessary to meet a client's emergency housing or utility need, issue the AREN for the approved needs by vendor payment. You must issue AREN payments directly to a registered vendor.
 2. — Use ACES letter 0075-02 AREN Status and call the client.
 3. — Review the circumstances that led to the client requesting AREN and decide if the client should have a protective payee under WAC 388-460-0020 and WAC 388-460-0035. Refer the client to social services to get a payee if necessary.
 4. — Document the following in the remarks of the AREN screen for the AU:
 1. — Date and amount of request,
 2. — Eligibility for TANF/SFA or RCA,
 3. — The type of housing/utility emergency the client has,
 4. — The good reason for not having funds to meet their expenses,
 5. — The lowest amount needed to end the emergency need and how this amount (include the name, title, and phone number of the person you spoke with if you used a collateral contact),
 6. — Whether or not you approved AREN,
 7. — The vendor/landlord name and vendor ID number, and
 8. — Amount approved (if any).