

Housing and Essential Needs (HEN) Referral

SFY

2015

Provides access to housing and essential needs to low-income adults who are unable to work due to physical or mental incapacity.

ESA Briefing
Book

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Housing and Essential Needs (HEN) Referral Program Overview

The Housing and Essential Needs (HEN) Referral program¹ provides access to essential needs items (e.g., hygiene and cleaning supplies) and potential housing assistance for low-income adults who are unable to work for at least 90 days due to a physical or mental incapacity and are ineligible for Aged, Blind, or Disabled (ABD) cash assistance. While all HEN Referral recipients are eligible for essential needs items, the Department of Commerce determines eligibility for HEN housing assistance through its network of local providers. The program was implemented in January 2014.

Highlights

In SFY 2015, the HEN Referral program served a monthly average of 8,681 clients, a 12.6% increase from the monthly average of 7,712 clients in SFY 2014. The June 2015 snapshot data shows the majority of HEN Referral recipients were male (59.2%), non-Hispanic white (68.1%), and never married (57.1%). The average age of HEN Referral recipients was 41.2 years.

TECHNICAL NOTES

DATA SOURCES: Data for this chapter was based on the September 2015 ESA ACES database.

DATA NOTES:

1) Percentages may not add up to expected totals due to rounding.

¹ During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014. Up until that point, potential HEN eligibility was linked to the Medical Care Services (MCS) program.

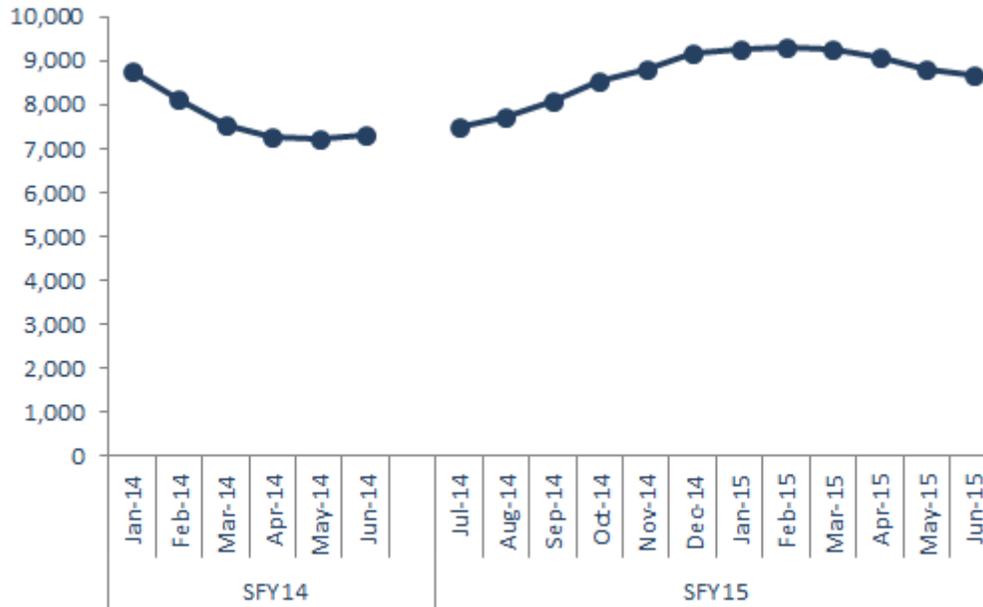
Selected HEN Referral Program Overview, SFY 2014 and SFY 2015

	SFY 2014 (July 2013-June 2014)	SFY 2015 (July 2014-June 2015)	Change
Average Number of Persons Per Month (Range)	7,712 (7,231 – 8,760)	8,681 (7,479 - 9,304)	12.6% <i>Increase</i> ↑
State Population²	6,968,170	7,061,400	1.3% <i>Increase</i> ↑
Recipients as a Percent of State's Total Population	Trace	Trace	
State Population Age 18 and Over³	5,376,986	5,458,665	1.5% <i>Increase</i> ↑
Recipients as a Percent of State's Population 18 and Over	Trace	Trace	

² OFM Forecasting Division

³ *ibid.*

HEN Referral Clients by Month, SFY 2015



SFY	Mo. Avg. Persons
2014 ⁴	7,712
2015	8,681

SFY 2015	Persons
July	7,479
August	7,713
September	8,100
October	8,547
November	8,794
December	9,186
January	9,240
February	9,304
March	9,270
April	9,059
May	8,826
June	8,656
Mo. Avg.	8,681

⁴ During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014.

HEN Referral Clients Exiting to Other Programs, SFY 2015

SFY 2015	Total HEN Referral Adults ⁵	During Subsequent Month Being Reported					
		Adults Remaining on HEN Referral		Adults Moving to ABD		Adults Moving to SSI	
		Number	Percent	Number	Percent	Number	Percent
July	7,479	6,808	91.0%	136	1.8%	40	0.5%
August	7,713	7,127	92.4%	105	1.4%	37	0.5%
September	8,100	7,487	92.4%	137	1.7%	53	0.7%
October	8,547	7,979	93.4%	116	1.4%	46	0.5%
November	8,794	8,165	92.8%	154	1.8%	38	0.4%
December	9,186	8,213	89.4%	191	2.1%	47	0.5%
January	9,240	8,419	91.1%	191	2.1%	36	0.4%
February	9,304	8,319	89.4%	205	2.2%	39	0.4%
March	9,270	8,219	88.7%	194	2.1%	56	0.6%
April	9,059	8,036	88.7%	181	2.0%	54	0.6%
May	8,826	7,851	89.0%	174	2.0%	59	0.7%
June	8,656	7,785	89.9%	170	2.0%	54	0.6%
Mo. Avg.	8,681	7,867	90.6%	163	1.9%	47	0.5%

SFY 2015	Total HEN Referral Adults	During Subsequent Month Being Reported			
		Adults Moving to Other Cash		Adults Exiting HEN Referral	
		Number	Percent	Number	Percent
July	7,479	0	0.0%	495	6.6%
August	7,713	0	0.0%	444	5.8%
September	8,100	0	0.0%	423	5.2%
October	8,547	0	0.0%	406	4.8%
November	8,794	0	0.0%	437	5.0%
December	9,186	0	0.0%	735	8.0%
January	9,240	0	0.0%	594	6.4%
February	9,304	0	0.0%	741	8.0%
March	9,270	0	0.0%	801	8.6%
April	9,059	0	0.0%	788	8.7%
May	8,826	0	0.0%	742	8.4%
June	8,656	0	0.0%	647	7.5%
Mo. Avg.	8,681	0	0.0%	604	7.0%

⁵ These are clients who received HEN Referral services during the reporting month. Additional columns in the table represent programs the client received in the subsequent month.

Caseload by DSHS Region and CSO of Issuance and Residence, June 2015 Snapshot

The following pages detail the HEN Referral caseload, June 2015 snapshot, by both the CSO of Issuance and CSO of Residence.

- CSO of Issuance: Caseload distribution is based on the location from which benefits were issued. While most benefits are issued through ESA’s Community Service Offices (CSO), benefits may be issued by Customer Service Contact Centers (CSCC), Port Gamble S’Klallam Tribe (PGST), or Home and Community Service Offices (HCS) within DSHS’s Aging and Long-Term Support Administration.
- CSO of Residence: Caseload distribution is based on where the clients live within a CSO coverage area.

Overview	CSO of RESIDENCE		CSO of Issuance	
	Clients	% of State Total	Clients	% of State Total
Region 1 CSOs	1,536	17.7%	1,512	17.5%
Region 2 CSOs	3,602	41.6%	3,629	41.9%
Region 3 CSOs	3,462	40.0%	3,515	40.6%
CSCCs & PGST	46	0.5%	Not Applicable	
HCS	10	0.1%	Not Applicable	
Not Reported / Unidentifiable	0	0.0%	0	0.0%
State Total	8,656	100.0%	8,656	100%

Caseload by DSHS Region and CSO of Issuance and Residence, June 2015 Snapshot (continued)

Region 1 CSO	CSO of ISSUANCE		CSO of RESIDENCE	
	Clients	% of State Total	Clients	% of State Total
ACCESS SPOKANE	654	7.6%	646	7.5%
CLARKSTON	25	0.3%	24	0.3%
COLFAX	20	0.2%	9	0.1%
COLVILLE	37	0.4%	33	0.4%
ELLENSBURG	30	0.3%	29	0.3%
GOLDENDALE	9	0.1%	12	0.1%
KENNEWICK	167	1.9%	171	2.0%
MOSES LAKE	100	1.2%	95	1.1%
NEWPORT	21	0.2%	18	0.2%
OKANOGAN	49	0.6%	46	0.5%
REPUBLIC	13	0.2%	18	0.2%
SUNNYSIDE	50	0.6%	49	0.6%
TOPPENISH	37	0.4%	30	0.3%
WALLA WALLA	38	0.4%	36	0.4%
WENATCHEE	78	0.9%	81	0.9%
WHITE SALMON	13	0.2%	10	0.1%
YAKIMA	195	2.3%	205	2.4%
Region 1 Total	1,536	17.7%	1,512	17.5%

Caseload by DSHS Region and CSO of Issuance and Residence, June 2015 Snapshot (continued)

Region 2 CSO	CSO of ISSUANCE		CSO of RESIDENCE	
	Clients	% of State Total	Clients	% of State Total
ALDERWOOD	137	1.6%	154	1.8%
AUBURN	132	1.5%	173	2.0%
BELLINGHAM	251	2.9%	257	3.0%
BELLTOWN	375	4.3%	469	5.4%
CAPITOL HILL	236	2.7%	176	2.0%
EVERETT	394	4.6%	355	4.1%
FEDERAL WAY	142	1.6%	121	1.4%
KING EASTSIDE	154	1.8%	171	2.0%
KING NORTH	323	3.7%	305	3.5%
KING SOUTH	245	2.8%	242	2.8%
MT VERNON	111	1.3%	119	1.4%
OAK HARBOR	32	0.4%	32	0.4%
RAINIER	244	2.8%	219	2.5%
RENTON	159	1.8%	174	2.0%
SKY VALLEY	104	1.2%	98	1.1%
SMOKEY POINT	186	2.1%	199	2.3%
WHITE CENTER	377	4.4%	365	4.2%
Region 2 Total	3,602	41.6%	3,629	41.9%

Caseload by DSHS Region and CSO of Issuance and Residence, June 2015 Snapshot (continued)

Region 3 CSO	CSO of ISSUANCE		CSO of RESIDENCE	
	Clients	% of State Total	Clients	% of State Total
ABERDEEN	238	2.7%	258	3.0%
BREMERTON	310	3.6%	321	3.7%
CHEHALIS	240	2.8%	240	2.8%
COLUMBIA RIVER	478	5.5%	500	5.8%
FORKS	18	0.2%	11	0.1%
KELSO	339	3.9%	321	3.7%
LAKEWOOD	286	3.3%	277	3.2%
LONG BEACH	44	0.5%	37	0.4%
OLYMPIA	349	4.0%	380	4.4%
PIERCE NORTH	361	4.2%	375	4.3%
PIERCE SOUTH	210	2.4%	242	2.8%
PORT ANGELES	133	1.5%	144	1.7%
PORT TOWNSEND	30	0.3%	25	0.3%
PUYALLUP VALLEY	247	2.9%	215	2.5%
SHELTON	129	1.5%	125	1.4%
SOUTH BEND	31	0.4%	26	0.3%
STEVENSON	19	0.2%	18	0.2%
Region 3 Total	3,462	40.0%	3,515	40.6%

Caseload by DSHS Region and CSO of Issuance and Residence, June 2015 Snapshot (continued)

Customer Service Contact Centers (CSCC)	CSO of Issuance	
	Clients	% of State Total
CUSTOMER SVC CENTRAL	10	0.1%
CUSTOMER SVC NE	1	0.0%
CUSTOMER SVC NW	2	0.0%
CUSTOMER SVC SW	9	0.1%
CUSTOMER SVC SO SOUND	0	0.0%
CUSTOMER SERV LTC	4	0.0%
CUSTOMER SVC WASHCAP	20	0.2%
CSCC and PGST Total	46	0.5%

Caseload by Home and Community Services Offices (HCS), June 2015 Snapshot

Home and Community Service Offices (HCS) – Region 1	HCS of ISSUANCE	
	Clients	% of State Total
COLVILLE HCS OFFICE	1	0.0%
MOSES LK HCS OFFICE	0	0.0%
SPOKANE HCS OFFICE	1	0.0%
SUNNYSIDE HCS OFFICE	0	0.0%
TRI-CITIES HCS OFC	0	0.0%
WALLA WALLA HCS OFC	0	0.0%
WENATCHEE HCS OFFICE	0	0.0%
YAKIMA HCS OFFICE	0	0.0%
Region 1 Total	2	0.0%

Home and Community Service Offices (HCS) – Region 2	HCS of ISSUANCE	
	Clients	% of State Total
ALDERWOOD HCS OFFICE	1	0.0%
BELLINGHAM HCS OFC	1	0.0%
EVERETT HCS OFFICE	0	0.0%
HOLGATE HCS OFFICE	0	0.0%
MT VERNON HCS OFFICE	0	0.0%
SMOKEY POINT HCS	0	0.0%
Region 2 Total	2	0.0%

Home and Community Service Offices (HCS) – Region 3	HCS of ISSUANCE	
	Clients	% of State Total
ABERDEEN HCS OFFICE	0	0.0%
BREMERTON HCS OFFICE	0	0.0%
CHEHALIS HCS OFFICE	1	0.0%
KELSO HCS	1	0.0%
OLYMPIA HCS OFFICE	1	0.0%
PACIFIC COUNTY HCS	0	0.0%
PORT ANGELES HCS	0	0.0%
TACOMA HCS OFFICE	2	0.0%
VANCOUVER HCS	1	0.0%
Region 3 Total	6	0.1%

Caseload by County of Residence, June 2015 Snapshot

County	Clients	% of Total	County	Clients	% of Total
Adams	9	0.1%	Lewis	234	2.7%
Asotin	24	0.3%	Lincoln	9	0.1%
Benton	139	1.6%	Mason	124	1.4%
Chelan	60	0.7%	Okanogan	42	0.5%
Clallam	155	1.8%	Pacific	62	0.7%
Clark	488	5.6%	Pend Oreille	19	0.2%
Columbia	1	0.0%	Pierce	1,107	12.8%
Cowlitz	330	3.8%	San Juan	5	0.1%
Douglas	21	0.2%	Skagit	105	1.2%
Ferry	10	0.1%	Skamania	18	0.2%
Franklin	39	0.5%	Snohomish	801	9.3%
Garfield	0	0.0%	Spokane	636	7.3%
Grant	88	1.0%	Stevens	40	0.5%
Grays Harbor	263	3.0%	Thurston	376	4.3%
Island	41	0.5%	Wahkiakum	1	0.0%
Jefferson	26	0.3%	Walla Walla	40	0.5%
King	2,407	27.8%	Whatcom	258	3.0%
Kitsap	323	3.7%	Whitman	9	0.1%
Kittitas	29	0.3%	Yakima	275	3.2%
Klickitat	22	0.3%	Not Reported/ Unidentifiable	20	0.2%

	Clients	% of Total
State Total	8,656	100.0%

HEN Referral Client Demographics, June 2015 Snapshot

Characteristic	All Clients	
	Number	% of Total Clients
Total Clients	8,656	100.0%

Gender		
Female	3,534	40.8%
Male	5,122	59.2%
Not Reported/ Unidentifiable	0	0.0%

Race/Ethnicity		
Hispanic Origin	685	7.9%
Not Hispanic or Latino	7,971	92.1%
White	5,891	68.1%
Black/African American	1,091	12.6%
Asian/Pacific Islander	252	2.9%
American Indian/Alaska Native	266	3.1%
Two or More Races	49	0.6%
Not Reported/Unidentifiable	422	4.9%

Marital Status		
Separated	865	10.0%
Married	300	3.5%
Never Married	4,941	57.1%
Divorced	2,138	24.7%
Widowed	163	1.9%
Not Reported/Unidentifiable	249	2.9%

Citizenship Status		
U.S. Citizen	8,358	96.6%
Resident Alien	293	3.4%
U.S. National⁶	5	0.1%
Not Reported/Unidentifiable	0	0.0%

⁶ U.S. National: A national of the United States or a person who, though not a citizen of the United States, owes permanent allegiance to the United States (e.g., persons born in American Samoa or Swains Island).

HEN Referral Client Demographics, June 2015 Snapshot (continued)

Characteristic	All Clients	
	Number	% of Total Clients
Homeless Status		
Homeless	3,505	40.5%
Disability		
Mental	5,691	65.7%
Physical	2,965	34.3%
Education Status		
Less than a High School Diploma	1,747	20.2%
High School Graduate or GED	5,009	57.9%
Some College or College Degree	1,823	21.1%
Not Reported/Unidentifiable	77	0.9%
Age		
Under 18 Years Old	0	0.0%
18 - 24 Years Old	747	8.6%
25 - 34 Years Old	1,997	23.1%
35 - 44 Years Old	2,036	23.5%
45 - 54 Years Old	2,828	32.7%
55 - 64 Years Old	1,048	12.1%
65+ Years Old	0	0.0%
Average Age of Clients		
		41.2 Years Old