

Other Programs

SFY

2015

This chapter describes programs and services not covered in other sections of the Briefing Book. These include: Additional Requirements – Emergent Needs (AREN); Consolidated Emergency Assistance Program (CEAP), Diversion Cash Assistance (DCA), Ongoing Additional Requirements (OAR), agency billing and collection services provided by the Office of Financial Recovery (OFR), Refugee Cash Assistance (RCA), State Supplemental Payment (SSP), and Washington Telephone Assistance Program (WTAP).

**ESA Briefing
Book**

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Other Programs Overview

This chapter provides a summary of ESA cases and clients served by programs not covered in other sections of the Briefing Book. A description of each program, including the eligibility criteria, funding sources, and services/benefits provided, is available in the **Program Descriptions** section of the Briefing Book.

Highlights

Additional Requirements – Emergent Needs (AREN)¹ – The program served an average of 313 cases each month in SFY 2015, compared to 275 cases in SFY 2014.

Consolidated Emergency Assistance Program (CEAP)² – The program served an average of 50 cases each month in SFY 2015, compared to 61 cases in SFY 2014.

Diversion Cash Assistance (DCA) – The program served an average of 256 cases each month in SFY 2015, compared to 244 cases in SFY 2014.

Ongoing Additional Requirements (OAR) – The program served an average of 324 cases each month in SFY 2015, compared to 273 cases in SFY 2014.

Office of Financial Recovery (OFR) – Total OFR collections in SFY 2015 were about \$255.8 million, a decline from \$268.7 million in SFY 2014. In SFY 2015 over three-quarters (77.7%) of OFR collections came from these three program areas: Developmental Disabilities (43.0%), Vender Overpayments (17.8%), and Mental Health (16.9%).

Refugee Cash Assistance (RCA) – The program served an average of 428 cases each month in SFY 2015, compared to 425 cases in SFY 2014.

State Supplemental Payment (SSP) – The program served an average of 36,908 cases each month in SFY 2015, compared to 36,110 cases in SFY 2014.

Washington Telephone Assistance Program (WTAP) – The program served 50,287 families in SFY 2015, compared to 67,047 families in SFY 2014.

TECHNICAL NOTES

DATA SOURCE:

- 1) The majority of the data for this chapter was based on the ESA ACES database in September 2015.
- 2) The state population estimates are provided by OFM Forecasting Division

DATA NOTES:

- 1) Percentages may not add up to expected totals due to rounding.
- 2) 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) or Home and Community Services Offices (HCS) within DSHS's Aging and Long-Term Support Administration.
- 3) CSO of Residence: Caseload distribution is based on where the clients live within a CSO's coverage area.

¹ Effective May 1, 2014, the AREN limit reverted from a \$750 lifetime limit (put into place on February 1, 2012) to allow for a \$750 limit within a 12-month period.

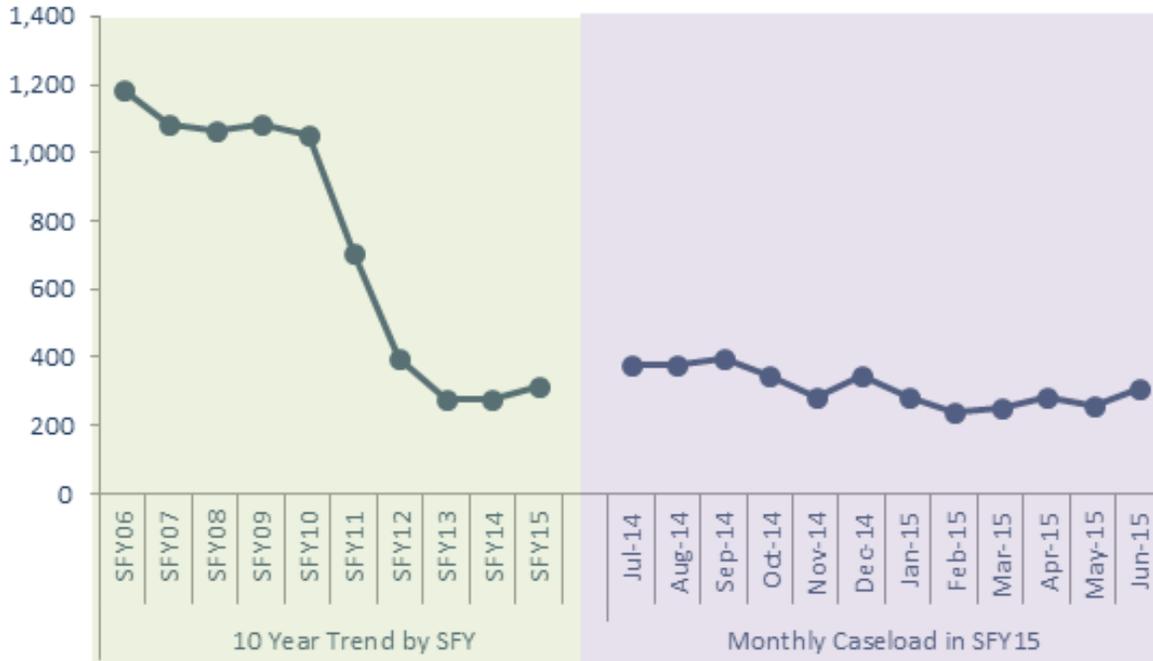
² CEAP ran out of funds February-April 2015. A new rule change allows the department to suspend the program when funds are exhausted.

Selected Additional Requirements – Emergent Needs (AREN) Program Characteristics, SFY 2014 and SFY 2015

	SFY 2014 (July 2013-June 2014)	SFY 2015 (July 2014-June 2015)	Change	
Average Number of Cases	275	313	13.8%	↑
Per Month (Range)	(211-347)	(237 - 395)	<i>Increase</i>	
Average Number of Persons	776	878	13.1%	↑
Per Month (Range)	(598-983)	(656 - 1,123)	<i>Increase</i>	
Average Number of Adults	300	322	7.3%	↑
Per Month (Range)	(228-359)	(254 - 412)	<i>Increase</i>	
Average Number of Children	476	556	16.8%	↑
Per Month (Range)	(370-624)	(405 - 711)	<i>Increase</i>	
State Population	6,968,170	7,061,400	1.3%	↑
			<i>Increase</i>	
Recipients as a Percent of State's Total Population	Trace	Trace		
Children as Percent of Recipients	61.3%	63.3%	2.0%	↑
			<i>Increase</i>	
Average Persons Per Case	2.8	2.8	No Change	=
Average Children Per Case	1.7	1.8	0.1	↑
			<i>Increase</i>	
Average Children Per Adult	1.6	1.7	0.1	↑
			<i>Increase</i>	
Average Monthly Payment Per Case (Range)³	\$491.01 (\$461.98-\$521.63)	\$519.57 (\$508.17 - \$543.53)	5.8%	↑
			<i>Increase</i>	

³ Payments not adjusted for refunds.

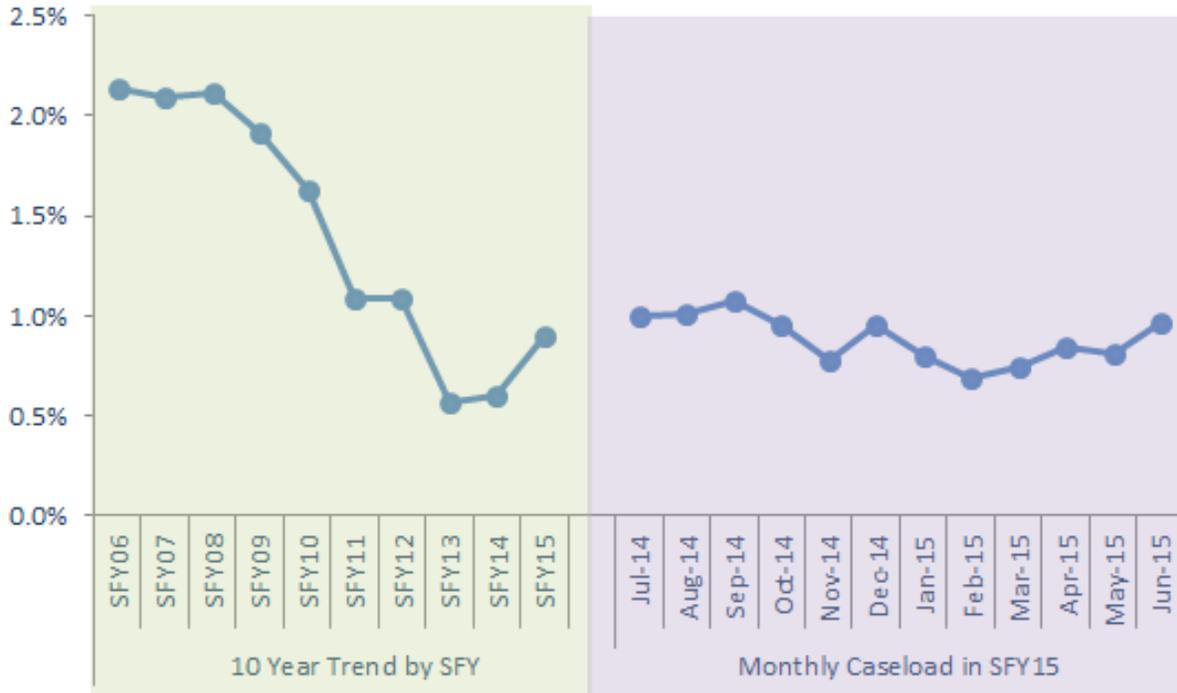
AREN Caseload, SFY 2006 - 2015



SFY	Mo. Avg. Cases	SFY	Mo. Avg. Cases
SFY06	1,185	SFY11	707
SFY07	1,086	SFY12	396
FY08	1,062	SFY13	278
SFY09	1,084	SFY14	275
SFY10	1,050	SFY15	313

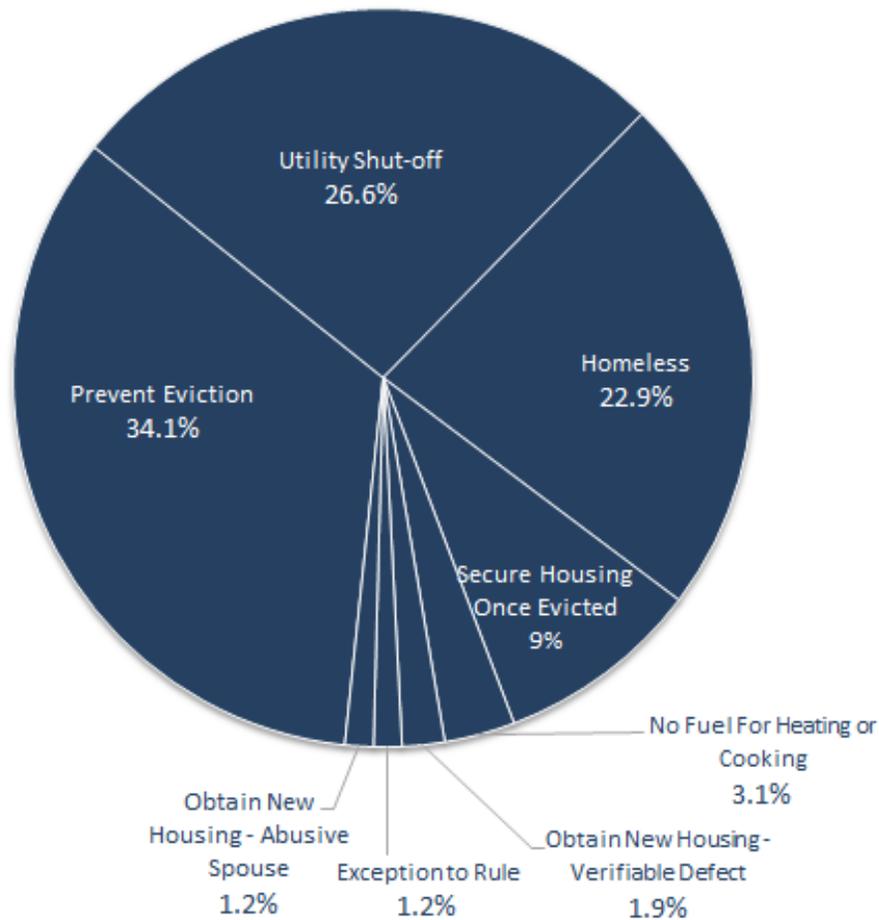
SFY 2015	Total Caseload	Persons	Grant Expenditures	Average Payment Per Case
July	380	1,064	\$195,218	\$513.73
August	379	1,057	\$205,998	\$543.53
September	395	1,123	\$203,071	\$514.10
October	349	989	\$183,503	\$525.80
November	281	790	\$142,798	\$508.18
December	344	968	\$177,891	\$517.13
January	282	807	\$143,953	\$510.47
February	237	656	\$124,771	\$526.46
March	253	721	\$134,333	\$530.96
April	281	774	\$145,864	\$519.09
May	261	735	\$135,132	\$517.75
June	309	853	\$158,972	\$514.47
Mo. Avg.	313	878	\$162,625	\$520.14

AREN Caseload as a Percent of the TANF Caseload, SFY 2006 – 2015



SFY 2015	TANF Caseload	AREN Caseload	% of TANF Caseload
July	38,221	380	1.0%
August	37,504	379	1.0%
September	36,846	395	1.1%
October	36,389	349	1.0%
November	35,905	281	0.8%
December	35,935	344	1.0%
January	35,377	282	0.8%
February	34,478	237	0.7%
March	33,888	253	0.7%
April	33,139	281	0.8%
May	32,366	261	0.8%
June	31,847	309	1.0%
Mo. Avg.	35,158	313	0.9%

Average Monthly AREN Caseload by Service Type, SFY 2015



AREN Case Type ⁴	AREN Caseload	
	Caseload	% of Total
Prevent Eviction	110	34.1%
Utility Shut-off	86	26.6%
Homeless	74	22.9%
Secure Housing Once Evicted	29	9.0%
No Fuel For Heating or Cooking	10	3.1%
Obtain New Housing - Verifiable Defect	6	1.9%
Exception to Rule	4	1.2%
Obtain New Housing - Abusive Spouse	4	1.2%
Housing Due to Natural Disaster	0	0.0%
Clothing Due to Natural Disaster	0	0.0%
No Food	0	0.0%
Utility Repair	0	0.0%
Total Cases	323	100.0%

⁴ Numbers are based on the average monthly caseload by type. A case may receive more than one type of AREN assistance. As a result, the sum of AREN cases by type may exceed the monthly average cases that received AREN in the SFY.

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

Overview	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
Region 1 CSOs	76	24.6%	221	25.9%	76	24.6%	221	25.9%
Region 2 CSOs	81	26.2%	222	26.0%	82	26.5%	223	26.1%
Region 3 CSOs	148	47.9%	405	47.5%	150	48.5%	407	47.7%
CSCCs	4	1.3%	5	0.6%	Not Applicable			
HCS	0	0.0%	0	0.0%	Not Applicable			
Not Reported / Unidentifiable	0	0.0%	0	0.0%	1	0.3%	2	0.2%
State Total	309	100.0%	853	100.0%	309	100.0%	853	100.0%

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

Region 1 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ACCESS SPOKANE	45	14.6%	136	15.9%	45	14.6%	136	15.9%
CLARKSTON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
COLFAX	1	0.3%	3	0.4%	1	0.3%	3	0.4%
COLVILLE	2	0.6%	8	0.9%	2	0.6%	8	0.9%
ELLENSBURG	0	0.0%	0	0.0%	0	0.0%	0	0.0%
GOLDENDALE	2	0.6%	3	0.4%	2	0.6%	3	0.4%
KENNEWICK	4	1.3%	16	1.9%	4	1.3%	16	1.9%
MOSES LAKE	1	0.3%	2	0.2%	1	0.3%	2	0.2%
NEWPORT	0	0.0%	0	0.0%	0	0.0%	0	0.0%
OKANOGAN	0	0.0%	0	0.0%	0	0.0%	0	0.0%
REPUBLIC	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SUNNYSIDE	1	0.3%	2	0.2%	1	0.3%	2	0.2%
TOPPENISH	2	0.6%	5	0.6%	2	0.6%	5	0.6%
WALLA WALLA	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WENATCHEE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WHITE SALMON	1	0.3%	5	0.6%	1	0.3%	5	0.6%
YAKIMA	17	5.5%	41	4.8%	17	5.5%	41	4.8%
Region 1 Total	76	24.6%	221	25.9%	76	24.6%	221	25.9%

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

Region 2 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ALDERWOOD	7	2.3%	20	2.3%	8	2.6%	21	2.5%
AUBURN	2	0.6%	4	0.5%	2	0.6%	4	0.5%
BELLINGHAM	4	1.3%	8	0.9%	4	1.3%	8	0.9%
BELLTOWN	2	0.6%	6	0.7%	2	0.6%	4	0.5%
CAPITOL HILL	3	1.0%	11	1.3%	3	1.0%	11	1.3%
EVERETT	11	3.6%	31	3.6%	9	2.9%	28	3.3%
FEDERAL WAY	3	1.0%	13	1.5%	4	1.3%	15	1.8%
KING EASTSIDE	3	1.0%	9	1.1%	4	1.3%	12	1.4%
KING NORTH	10	3.2%	26	3.0%	8	2.6%	19	2.2%
KING SOUTH	3	1.0%	10	1.2%	4	1.3%	13	1.5%
MT VERNON	6	1.9%	12	1.4%	6	1.9%	12	1.4%
OAK HARBOR	0	0.0%	0	0.0%	0	0.0%	0	0.0%
RAINIER	15	4.9%	43	5.0%	15	4.9%	43	5.0%
RENTON	4	1.3%	13	1.5%	3	1.0%	11	1.3%
SKY VALLEY	2	0.6%	2	0.2%	2	0.6%	2	0.2%
SMOKEY POINT	5	1.6%	12	1.4%	6	1.9%	14	1.6%
WHITE CENTER	1	0.3%	2	0.2%	2	0.6%	6	0.7%
Region 2 Total	81	26.2%	222	26.0%	82	26.5%	223	26.1%

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

Region 3 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ABERDEEN	9	2.9%	26	3.0%	11	3.6%	31	3.6%
BREMERTON	9	2.9%	23	2.7%	9	2.9%	23	2.7%
CHEHALIS	4	1.3%	12	1.4%	4	1.3%	12	1.4%
COLUMBIA RIVER	16	5.2%	50	5.9%	18	5.8%	56	6.6%
FORKS	1	0.3%	1	0.1%	1	0.3%	1	0.1%
KELSO	12	3.9%	37	4.3%	12	3.9%	37	4.3%
LAKEWOOD	31	10.0%	76	8.9%	31	10.0%	78	9.1%
LONG BEACH	1	0.3%	2	0.2%	0	0.0%	0	0.0%
OLYMPIA	13	4.2%	36	4.2%	12	3.9%	34	4.0%
PIERCE NORTH	11	3.6%	29	3.4%	12	3.9%	30	3.5%
PIERCE SOUTH	26	8.4%	71	8.3%	27	8.7%	72	8.4%
PORT ANGELES	1	0.3%	1	0.1%	1	0.3%	1	0.1%
PORT TOWNSEND	1	0.3%	1	0.1%	1	0.3%	1	0.1%
PUYALLUP VALLEY	9	2.9%	26	3.0%	8	2.6%	21	2.5%
SHELTON	2	0.6%	6	0.7%	2	0.6%	6	0.7%
SOUTH BEND	1	0.3%	4	0.5%	1	0.3%	4	0.5%
STEVENSON	1	0.3%	4	0.5%	0	0.0%	0	0.0%
Region 3 Total	148	47.9%	405	47.5%	150	48.5%	407	47.7%

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

Customer Service Contact Centers (CSCC)	CSO of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CUSTOMER SVC CENTRAL	0	0.0%	0	0.0%
CUSTOMER SVC NE	0	0.0%	0	0.0%
CUSTOMER SVC NW	0	0.0%	0	0.0%
CUSTOMER SVC SW	0	0.0%	0	0.0%
CUSTOMER SVC SO SOUND	0	0.0%	0	0.0%
CUSTOMER SERV LTC	4	1.3%	5	0.6%
CUSTOMER SVC WASHCAP	0	0.0%	0	0.0%
CSCC Total	4	1.3%	5	0.6%

AREN Caseload by County of Residence, June 2015 Snapshot

County	Cases	% of Total	Clients	% of Total	County	Cases	% of Total	Clients	% of Total
Adams	0	0.0%	0	0.0%	Lewis	4	1.3%	12	1.4%
Asotin	0	0.0%	0	0.0%	Lincoln	0	0.0%	0	0.0%
Benton	4	1.3%	16	1.9%	Mason	2	0.6%	6	0.7%
Chelan	0	0.0%	0	0.0%	Okanogan	0	0.0%	0	0.0%
Clallam	2	0.6%	2	0.2%	Pacific	1	0.3%	4	0.5%
Clark	18	5.8%	56	6.6%	Pend Oreille	0	0.0%	0	0.0%
Columbia	0	0.0%	0	0.0%	Pierce	79	25.6%	204	23.9%
Cowlitz	12	3.9%	37	4.3%	San Juan	0	0.0%	0	0.0%
Douglas	0	0.0%	0	0.0%	Skagit	6	1.9%	12	1.4%
Ferry	0	0.0%	0	0.0%	Skamania	0	0.0%	0	0.0%
Franklin	0	0.0%	0	0.0%	Snohomish	25	8.1%	65	7.6%
Garfield	0	0.0%	0	0.0%	Spokane	45	14.6%	136	15.9%
Grant	1	0.3%	2	0.2%	Stevens	2	0.6%	8	0.9%
Grays Harbor	11	3.6%	31	3.6%	Thurston	11	3.6%	31	3.6%
Island	0	0.0%	0	0.0%	Wahkiakum	0	0.0%	0	0.0%
Jefferson	1	0.3%	1	0.1%	Walla Walla	0	0.0%	0	0.0%
King	49	15.9%	143	16.8%	Whatcom	4	1.3%	8	0.9%
Kitsap	9	2.9%	23	2.7%	Whitman	1	0.3%	3	0.4%
Kittitas	0	0.0%	0	0.0%	Yakima	19	6.1%	45	5.3%
Klickitat	3	1.0%	8	0.9%	Not Reported/ Unidentifiable	0	0.0%	0	0.0%

	Cases	% of Total	Clients	% of Total
State Total	309	100.0%	853	100.0%

AREN Client Demographics, June 2015 Snapshot

Characteristic	All Clients		All Adults	
	Number	% of Total Clients	Number	% of Total Adults
Total Clients	853	100.0%	308	100.0%

Gender				
Female	526	61.7%	249	80.8%
Male	327	38.3%	59	19.2%
Not Reported/ Unidentifiable	0	0.0%	0	0.0%

Race/Ethnicity				
Hispanic Origin	119	14.0%	33	10.7%
Not Hispanic or Latino	734	86.0%	275	89.3%
White	363	42.6%	157	51.0%
Black/African American	181	21.2%	69	22.4%
Asian/Pacific Islander	27	3.2%	13	4.2%
American Indian/Alaska Native	24	2.8%	10	3.2%
Two or More Races	31	3.6%	5	1.6%
Not Reported/Unidentifiable	108	12.7%	21	6.8%

Marital Status (Adults Only)				
Separated			38	12.3%
Married			50	16.2%
Never Married			179	58.1%
Divorced			32	10.4%
Widowed			1	0.3%
Not Reported/Unidentifiable			8	2.6%

Citizenship Status				
U.S. Citizen	789	92.5%	279	90.6%
Resident Alien	64	7.5%	29	9.4%
U.S. National ⁵	0	0.0%	0	0.0%
Not Reported/Unidentifiable	0	0.0%	0	0.0%

⁵ 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).

AREN Client Demographics, June 2015 Snapshot (continued)

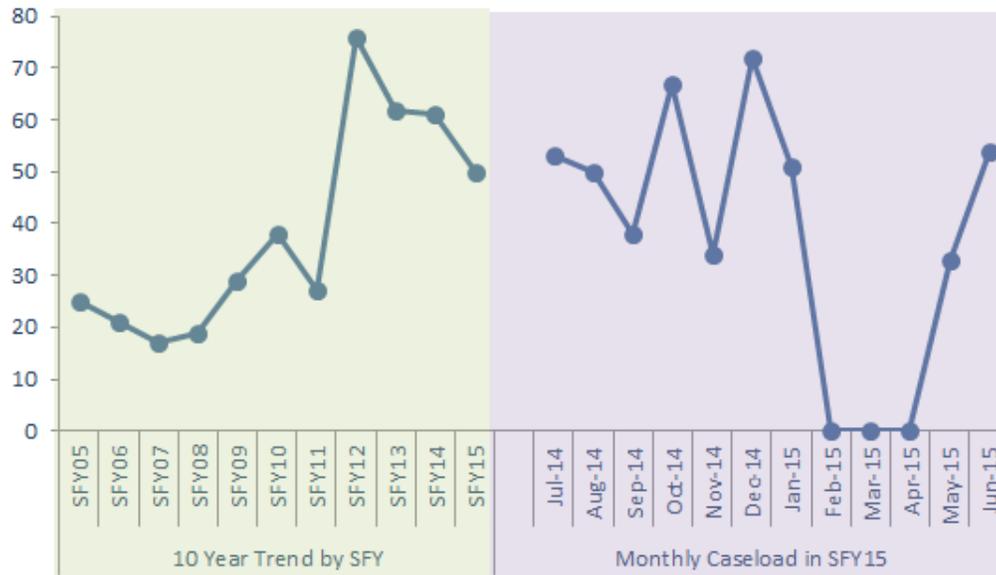
Characteristic	All Clients		All Adults	
	Number	% of Total Clients	Number	% of Total Adults
Homeless Status				
Homeless	170	19.9%	73	23.7%
Education Status (Adults Only)				
Less than a High School Diploma			84	27.3%
High School Graduate or GED			164	53.2%
Some College or College Degree			59	19.2%
Not Reported/Unidentifiable			1	0.3%
Age				
< 1 Year Old	60	7.0%	0	0.0%
1 – 5 Years Old	206	24.2%	0	0.0%
6 – 10 Years Old	147	17.2%	0	0.0%
11 – 15 Years Old	97	11.4%	0	0.0%
16 – 17 Years Old	31	3.6%	0	0.0%
18 – 24 Years Old	87	10.2%	83	26.9%
25 – 34 Years Old	136	15.9%	136	44.2%
35 – 44 Years Old	70	8.2%	70	22.7%
45 – 54 Years Old	18	2.1%	18	5.8%
55 – 64 Years Old	1	0.1%	1	0.3%
65+ Years Old	0	0.0%	0	0.0%
Average Age of Children				
Average Age of Children	6.5 Years Old			
Average Age of Adults				
Average Age of Adults	30.8 Years Old			

Selected Consolidated Emergency Assistance Program (CEAP)⁶ Program Characteristics, SFY 2014 and SFY 2015

	SFY 2014 (July 2013-June 2014)	SFY 2015 (July 2014-June 2015)	Change	
Average Number of Cases	61	50	-18.0%	↓
Per Month (Range)	(47 - 73)	(33 - 72)	<i>Decrease</i>	↓
Average Number of Persons	193	164	-15.0%	↓
Per Month (Range)	(154 - 255)	(113 - 241)	<i>Decrease</i>	↓
Average Number of Adults	77	64	-16.9%	↓
Per Month (Range)	(64 - 108)	(41 - 90)	<i>Decrease</i>	↓
Average Number of Children	116	100	-13.8%	↓
Per Month (Range)	(90 - 166)	(72 - 153)	<i>Decrease</i>	↓
State Population	6,968,170	7,061,400	1.3%	↑
			<i>Increase</i>	
Recipients as a Percent of State's Total Population	Trace	Trace		
Children as Percent of Recipients	60.2%	61.0%	0.8%	↑
			<i>Increase</i>	
Average Persons Per Case	3.2	3.3	0.1	↑
			<i>Increase</i>	
Average Children Per Case	1.9	2	0.1	↑
			<i>Increase</i>	
Average Children Per Adult	1.5	1.6	0.1	↑
			<i>Increase</i>	
Average Monthly Payment Per Case (Range)	\$422.39 (\$411.77 - \$439.77)	\$416.74 (\$396.04 - \$451.44)	-1.3%	↓
			<i>Decrease</i>	

⁶ CEAP ran out of funds February-April 2015. A rule change allows the department to suspend the program when funds are exhausted.

CEAP Caseload, SFY 2006 – 2015



SFY	Mo. Avg. Cases	SFY	Mo. Avg. Cases
SFY06	21	SFY11	27
SFY07	17	SFY12	76
SFY08	19	SFY13	62
SFY09	29	SFY14	61
SFY10	38	SFY15	50

SFY 2015 ⁷	Total Caseload	Persons	Grant Expenditures	Average Payment Per Case
July	53	159	\$21,577.72	\$407.13
August	50	156	\$19,802.17	\$396.04
September	38	124	\$15,685.57	\$412.78
October	67	219	\$27,743.27	\$414.08
November	34	124	\$15,349.00	\$451.44
December	72	241	\$30,987.00	\$430.38
January	51	162	\$20,237.99	\$396.82
February	0	0	\$0.00	\$0.00
March	0	0	\$0.00	\$0.00
April	0	0	\$0.00	\$0.00
May	33	113	\$14,282.31	\$432.80
June	54	174	\$21,870.21	\$405.00
Mo. Avg. ⁸	50	164	\$20,837.25	\$416.27
Annual Undup.	450	1,444	\$187,535.24	\$416.74

⁷ CEAP ran out of funds February-April 2015. A rule change allows the Department to suspend the program when funds are exhausted.

⁸ Monthly averages are based on clients served in the nine months (July-December 2014 and January, May and June 2015) during which the program operated in the fiscal year.

CEAP Caseload by DSHS Region and CSO of Issuance and Residence, SFY 2015⁹

Overview	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
Region 1 CSOs	161	35.8%	583	40.4%	161	35.8%	583	40.4%
Region 2 CSOs	103	22.9%	322	22.3%	101	22.4%	315	21.8%
Region 3 CSOs	186	41.3%	539	37.3%	188	41.8%	546	37.8%
CSCCs	0	0.0%	0	0.0%	Not Applicable			
HCS	0	0.0%	0	0.0%	Not Applicable			
Not Reported / Unidentifiable	0	0.0%	0	0.0%	0	0.0%	0	0.0%
State Total	450	100.0%	1,444	100.0%	450	100.0%	1,444	100.0%

⁹ These are the annual unduplicated cases/clients in the state fiscal year.

CEAP Caseload by DSHS Region and CSO of Issuance and Residence, SFY 2015 (continued)

Region 1 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ACCESS SPOKANE	91	20.2%	282	19.5%	90	20.0%	283	19.6%
CLARKSTON	1	0.2%	8	0.6%	0	0.0%	0	0.0%
COLFAX	0	0.0%	0	0.0%	1	0.2%	8	0.6%
COLVILLE	0	0.0%	0	0.0%	2	0.4%	5	0.3%
ELLENSBURG	0	0.0%	0	0.0%	0	0.0%	0	0.0%
GOLDENDALE	2	0.4%	10	0.7%	2	0.4%	10	0.7%
KENNEWICK	18	4.0%	71	4.9%	18	4.0%	71	4.9%
MOSES LAKE	1	0.2%	1	0.1%	1	0.2%	1	0.1%
NEWPORT	1	0.2%	2	0.1%	1	0.2%	2	0.1%
OKANOGAN	1	0.2%	6	0.4%	0	0.0%	0	0.0%
REPUBLIC	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SUNNYSIDE	28	6.2%	126	8.7%	26	5.8%	112	7.8%
TOPPENISH	2	0.4%	10	0.7%	4	0.9%	24	1.7%
WALLA WALLA	4	0.9%	21	1.5%	4	0.9%	21	1.5%
WENATCHEE	4	0.9%	13	0.9%	4	0.9%	13	0.9%
WHITE SALMON	1	0.2%	9	0.6%	1	0.2%	9	0.6%
YAKIMA	7	1.6%	24	1.7%	7	1.6%	24	1.7%
Region 1 Total	161	35.8%	583	40.4%	161	35.8%	583	40.4%

CEAP Caseload by DSHS Region and CSO of Issuance and Residence, SFY 2015 (continued)

Region 2 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ALDERWOOD	3	1.2%	9	1.1%	3	1.2%	10	1.3%
AUBURN	2	0.8%	6	0.8%	2	0.8%	7	0.9%
BELLINGHAM	3	1.2%	8	1.0%	3	1.2%	8	1.0%
BELLTOWN	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CAPITOL HILL	3	1.2%	8	1.0%	3	1.2%	8	1.0%
EVERETT	8	3.3%	23	2.9%	7	2.9%	20	2.5%
FEDERAL WAY	4	1.6%	10	1.3%	5	2.0%	15	1.9%
KING EASTSIDE	3	1.2%	9	1.1%	3	1.2%	9	1.1%
KING NORTH	7	2.9%	23	2.9%	6	2.4%	21	2.7%
KING SOUTH	4	1.6%	22	2.8%	3	1.2%	15	1.9%
MT VERNON	3	1.2%	8	1.0%	3	1.2%	8	1.0%
OAK HARBOR	2	0.8%	6	0.8%	2	0.8%	6	0.8%
RAINIER	1	0.4%	3	0.4%	2	0.8%	5	0.6%
RENTON	1	0.4%	3	0.4%	1	0.4%	3	0.4%
SKY VALLEY	2	0.8%	6	0.8%	3	1.2%	9	1.1%
SMOKEY POINT	9	3.7%	30	3.8%	8	3.3%	25	3.2%
WHITE CENTER	6	2.4%	18	2.3%	7	2.9%	23	2.9%
Region 2 Total	61	24.9%	192	24.5%	61	24.9%	192	24.5%

CEAP Caseload by DSHS Region and CSO of Issuance and Residence, SFY 2015 (continued)

Region 3 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ABERDEEN	7	2.9%	23	2.9%	7	2.9%	23	2.9%
BREMERTON	8	3.3%	26	3.3%	8	3.3%	26	3.3%
CHEHALIS	4	1.6%	19	2.4%	5	2.0%	21	2.7%
COLUMBIA RIVER	15	6.1%	52	6.6%	15	6.1%	52	6.6%
FORKS		0.0%		0.0%	0	0.0%	0	0.0%
KELSO	9	3.7%	22	2.8%	8	3.3%	20	2.5%
LAKEWOOD	11	4.5%	30	3.8%	10	4.1%	26	3.3%
LONG BEACH		0.0%		0.0%	0	0.0%	0	0.0%
OLYMPIA	11	4.5%	34	4.3%	11	4.5%	34	4.3%
PIERCE NORTH	8	3.3%	23	2.9%	7	2.9%	20	2.5%
PIERCE SOUTH	7	2.9%	26	3.3%	10	4.1%	40	5.1%
PORT ANGELES	2	0.8%	6	0.8%	2	0.8%	6	0.8%
PORT TOWNSEND	2	0.8%	6	0.8%	2	0.8%	6	0.8%
PUYALLUP VALLEY	11	4.5%	37	4.7%	12	4.9%	40	5.1%
SHELTON	2	0.8%	4	0.5%	2	0.8%	4	0.5%
SOUTH BEND		0.0%		0.0%	0	0.0%	0	0.0%
STEVENSON	3	1.2%	13	1.7%	3	1.2%	13	1.7%
Region 3 Total	100	40.8%	321	40.9%	102	41.6%	331	42.2%

CEAP Caseload by DSHS Region and CSO of Issuance and Residence, SFY 2015 (continued)

Customer Service Contact Centers (CSCC)	CSO of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CUSTOMER SVC CENTRAL	3	1.2%	12	1.5%
CUSTOMER SVC NE	1	0.4%	5	0.6%
CUSTOMER SVC NW	0	0.0%	0	0.0%
CUSTOMER SVC SW	0	0.0%	0	0.0%
CUSTOMER SVC SO SOUND	0	0.0%	0	0.0%
CUSTOMER SERV LTC	0	0.0%	0	0.0%
CUSTOMER SVC WASHCAP	0	0.0%	0	0.0%
CSCC Total	4	1.6%	17	2.2%

CEAP Caseload by County of Residence, SFY 2015¹⁰

County	Cases	% of Total	Clients	% of Total	County	Cases	% of Total	Clients	% of Total
Adams	0	0.0%	0	0.0%	Lewis	1	0.2%	2	0.1%
Asotin	0	0.0%	0	0.0%	Lincoln	0	0.0%	0	0.0%
Benton	15	3.3%	56	3.9%	Mason	2	0.4%	7	0.5%
Chelan	1	0.2%	4	0.3%	Okanogan	1	0.2%	3	0.2%
Clallam	9	2.0%	26	1.8%	Pacific	2	0.4%	6	0.4%
Clark	69	15.3%	201	13.9%	Pend Oreille	1	0.2%	2	0.1%
Columbia	0	0.0%	0	0.0%	Pierce	12	2.7%	31	2.1%
Cowlitz	14	3.1%	47	3.3%	San Juan	0	0.0%	0	0.0%
Douglas	3	0.7%	9	0.6%	Skagit	4	0.9%	18	1.2%
Ferry	0	0.0%	0	0.0%	Skamania	0	0.0%	0	0.0%
Franklin	6	1.3%	28	1.9%	Snohomish	17	3.8%	64	4.4%
Garfield	0	0.0%	0	0.0%	Spokane	89	19.8%	280	19.4%
Grant	1	0.2%	1	0.1%	Stevens	2	0.4%	5	0.3%
Grays Harbor	4	0.9%	12	0.8%	Thurston	11	2.4%	34	2.4%
Island	5	1.1%	12	0.8%	Wahkiakum	0	0.0%	0	0.0%
Jefferson	2	0.4%	8	0.6%	Walla Walla	4	0.9%	21	1.5%
King	66	14.7%	200	13.9%	Whatcom	10	2.2%	29	2.0%
Kitsap	62	13.8%	172	11.9%	Whitman	1	0.2%	8	0.6%
Kittitas	0	0.0%	0	0.0%	Yakima	33	7.3%	139	9.6%
Klickitat	3	0.7%	19	1.3%	Not Reported/ Unidentifiable	0	0.0%	0	0.0%

	Cases	% of Total	Clients	% of Total
State Total	450	100.0%	1,444	100.0%

¹⁰ These are the annual unduplicated cases/clients in the state fiscal year.

CEAP Client Demographics, SFY 2015 Annual Unduplicated Total

Characteristic	All Clients		All Adults	
	Number	% of Total Clients	Number	% of Total Adults
Total Clients	1,444	100.0%	583	100.0%

Gender				
Female	849	58.8%	426	73.1%
Male	595	41.2%	157	26.9%
Not Reported/ Unidentifiable	0	0.0%	0	0.0%

Race/Ethnicity				
Hispanic Origin	316	21.9%	111	19.0%
Not Hispanic or Latino	1,128	78.1%	472	81.0%
White	710	49.2%	330	56.6%
Black/African American	172	11.9%	70	12.0%
Asian/Pacific Islander	67	4.6%	33	5.7%
American Indian/Alaska Native	25	1.7%	15	2.6%
Two or More Races	27	1.9%	6	1.0%
Not Reported/Unidentifiable	127	8.8%	18	3.1%

Marital Status (Adults Only)				
Separated			59	10.1%
Married			117	20.1%
Never Married			339	58.1%
Divorced			57	9.8%
Widowed			5	0.9%
Not Reported/Unidentifiable			6	1.0%

Citizenship Status				
U.S. Citizen	1,325	91.8%	492	84.4%
Resident Alien	48	3.3%	38	6.5%
U.S. National ¹¹	2	0.1%	1	0.2%
Not Reported/Unidentifiable	69	4.8%	52	8.9%

¹¹ 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).

CEAP Client Demographics, SFY 2015 Annual Unduplicated Total (continued)

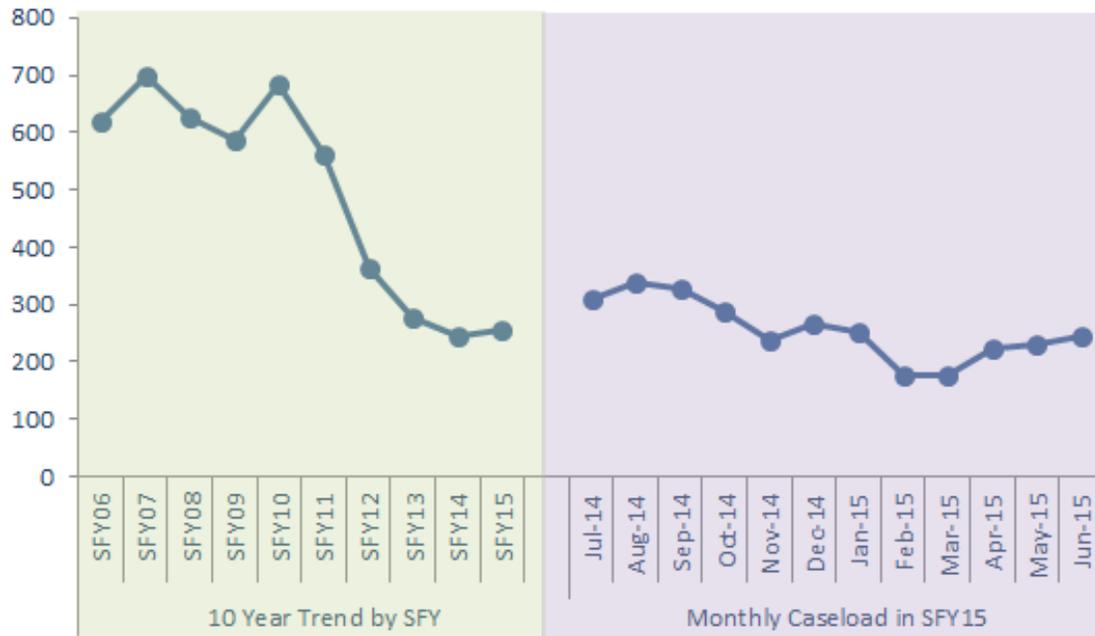
Characteristic	All Clients		All Adults	
	Number	% of Total Clients	Number	% of Total Adults
Homeless Status				
Homeless	242	16.8%	121	20.8%
Education Status (Adults Only)				
Less than a High School Diploma			189	32.4%
High School Graduate or GED			287	49.2%
Some College or College Degree			98	16.8%
Not Reported/Unidentifiable			9	1.5%
Age				
< 1 Year Old	23	1.6%	0	0.0%
1 – 5 Years Old	263	18.2%	0	0.0%
6 – 10 Years Old	305	21.1%	0	0.0%
11 – 15 Years Old	202	14.0%	0	0.0%
16 – 17 Years Old	68	4.7%	0	0.0%
18 – 24 Years Old	111	7.7%	111	19.0%
25 – 34 Years Old	252	17.5%	252	43.2%
35 – 44 Years Old	176	12.2%	176	30.2%
45 – 54 Years Old	40	2.8%	40	6.9%
55 – 64 Years Old	4	0.3%	4	0.7%
65+ Years Old	0	0.0%	0	0.0%
Average Age of Children				
Average Age of Children	8.1 Years Old			
Average Age of Adults				
Average Age of Adults	32.0 Years Old			

Selected Diversion Cash Assistance (DCA) Program Characteristics, SFY 2014 and SFY 2015

	SFY 2014 (July 2013-June 2014)	SFY 2015 (July 2014-June 2015)	Change
Average Number of Cases Per Month (Range)	244 (142 - 321)	256 (175 - 337)	4.9% Increase ↑
Average Number of Persons Per Month (Range)	772 (463 - 993)	817 (532 - 1,062)	5.8% Increase ↑
Average Number of Adults Per Month (Range)	319 (190 - 418)	333 (228 - 430)	4.4% Increase ↑
Average Number of Children Per Month (Range)	453 (273 - 578)	484 (298 - 636)	6.8% Increase ↑
State Population	6,968,170	7,061,400	1.3% Increase ↑
Recipients as a Percent of State's Total Population	Trace	Trace	
Children as Percent of Recipients	58.7%	59.2%	0.5% Increase ↑
Average Persons Per Case	3.2	3.2	No Change =
Average Children Per Case	1.9	1.9	No Change =
Average Children Per Adult	1.4	1.5	0.1 Increase ↑
Average Monthly Payment Per Case (Range)¹²	\$1,182.84 (\$1,156.27 - \$1,194.74)	\$1,163.95 (\$1,123.34 - \$1,181.82)	-1.6% Decrease ↓

¹² Payments not adjusted for refunds.

DCA Caseload, SFY 2006 – 2015



SFY	Mo. Avg. Cases	SFY	Mo. Avg. Cases
SFY06	620	SFY11	560
SFY07	698	SFY12	365
SFY08	625	SFY13	277
SFY09	585	SFY14	244
SFY10	685	SFY15	256

SFY 2015	Total Caseload	Persons	Grant Expenditures	Average Payment Per Case
July	308	1,017	\$361,406.88	\$1,173.40
August	337	1,042	\$396,643.80	\$1,176.98
September	329	1,062	\$383,041.82	\$1,164.26
October	289	942	\$334,637.14	\$1,157.91
November	239	775	\$278,634.92	\$1,165.84
December	268	841	\$316,726.67	\$1,181.82
January	251	777	\$292,177.05	\$1,164.05
February	176	532	\$207,561.48	\$1,179.33
March	175	537	\$202,733.97	\$1,158.48
April	223	714	\$259,109.62	\$1,161.93
May	230	781	\$265,338.76	\$1,153.65
June	245	785	\$277,644.69	\$1,133.24
Mo. Avg.	256	817	\$297,971.00	\$1,163.95

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

Overview	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
Region 1 CSOs	80	32.7%	255	32.5%	82	33.5%	262	33.4%
Region 2 CSOs	61	24.9%	192	24.5%	61	24.9%	192	24.5%
Region 3 CSOs	100	40.8%	321	40.9%	102	41.6%	331	42.2%
CSCCs	4	1.6%	17	2.2%	Not Applicable			
HCS	0	0.0%	0	0.0%	Not Applicable			
Not Reported / Unidentifiable	0	0.0%	0	0.0%	0	0.0%	0	0.0%
State Total	245	100.0%	785	100.0%	245	100.0%	785	100.0%

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

Region 1 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ACCESS SPOKANE	45	18.4%	143	18.2%	46	18.8%	145	18.5%
CLARKSTON	1	0.4%	4	0.5%	1	0.4%	4	0.5%
COLFAX	0	0.0%	0	0.0%	0	0.0%	0	0.0%
COLVILLE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
ELLENSBURG	3	1.2%	9	1.1%	3	1.2%	9	1.1%
GOLDENDALE	1	0.4%	4	0.5%	1	0.4%	4	0.5%
KENNEWICK	11	4.5%	38	4.8%	11	4.5%	38	4.8%
MOSES LAKE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
NEWPORT	1	0.4%	4	0.5%	1	0.4%	4	0.5%
OKANOGAN	0	0.0%	0	0.0%	0	0.0%	0	0.0%
REPUBLIC	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SUNNYSIDE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOPPENISH	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WALLA WALLA	3	1.2%	11	1.4%	3	1.2%	11	1.4%
WENATCHEE	3	1.2%	10	1.3%	3	1.2%	10	1.3%
WHITE SALMON	2	0.8%	6	0.8%	2	0.8%	6	0.8%
YAKIMA	10	4.1%	26	3.3%	11	4.5%	31	3.9%
Region 1 Total	80	32.7%	255	32.5%	82	33.5%	262	33.4%

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

Region 2 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ALDERWOOD	3	1.2%	9	1.1%	3	1.2%	10	1.3%
AUBURN	2	0.8%	6	0.8%	2	0.8%	7	0.9%
BELLINGHAM	3	1.2%	8	1.0%	3	1.2%	8	1.0%
BELLTOWN	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CAPITOL HILL	3	1.2%	8	1.0%	3	1.2%	8	1.0%
EVERETT	8	3.3%	23	2.9%	7	2.9%	20	2.5%
FEDERAL WAY	4	1.6%	10	1.3%	5	2.0%	15	1.9%
KING EASTSIDE	3	1.2%	9	1.1%	3	1.2%	9	1.1%
KING NORTH	7	2.9%	23	2.9%	6	2.4%	21	2.7%
KING SOUTH	4	1.6%	22	2.8%	3	1.2%	15	1.9%
MT VERNON	3	1.2%	8	1.0%	3	1.2%	8	1.0%
OAK HARBOR	2	0.8%	6	0.8%	2	0.8%	6	0.8%
RAINIER	1	0.4%	3	0.4%	2	0.8%	5	0.6%
RENTON	1	0.4%	3	0.4%	1	0.4%	3	0.4%
SKY VALLEY	2	0.8%	6	0.8%	3	1.2%	9	1.1%
SMOKEY POINT	9	3.7%	30	3.8%	8	3.3%	25	3.2%
WHITE CENTER	6	2.4%	18	2.3%	7	2.9%	23	2.9%
Region 2 Total	61	24.9%	192	24.5%	61	24.9%	192	24.5%

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

Region 3 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ABERDEEN	7	2.9%	23	2.9%	7	2.9%	23	2.9%
BREMERTON	8	3.3%	26	3.3%	8	3.3%	26	3.3%
CHEHALIS	4	1.6%	19	2.4%	5	2.0%	21	2.7%
COLUMBIA RIVER	15	6.1%	52	6.6%	15	6.1%	52	6.6%
FORKS		0.0%		0.0%	0	0.0%	0	0.0%
KELSO	9	3.7%	22	2.8%	8	3.3%	20	2.5%
LAKESWOOD	11	4.5%	30	3.8%	10	4.1%	26	3.3%
LONG BEACH		0.0%		0.0%	0	0.0%	0	0.0%
OLYMPIA	11	4.5%	34	4.3%	11	4.5%	34	4.3%
PIERCE NORTH	8	3.3%	23	2.9%	7	2.9%	20	2.5%
PIERCE SOUTH	7	2.9%	26	3.3%	10	4.1%	40	5.1%
PORT ANGELES	2	0.8%	6	0.8%	2	0.8%	6	0.8%
PORT TOWNSEND	2	0.8%	6	0.8%	2	0.8%	6	0.8%
PUYALLUP VALLEY	11	4.5%	37	4.7%	12	4.9%	40	5.1%
SHELTON	2	0.8%	4	0.5%	2	0.8%	4	0.5%
SOUTH BEND		0.0%		0.0%	0	0.0%	0	0.0%
STEVENSON	3	1.2%	13	1.7%	3	1.2%	13	1.7%
Region 3 Total	100	40.8%	321	40.9%	102	41.6%	331	42.2%

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

Customer Service Contact Centers (CSCC)	CSO of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CUSTOMER SVC CENTRAL	3	1.2%	12	1.5%
CUSTOMER SVC NE	1	0.4%	5	0.6%
CUSTOMER SVC NW	0	0.0%	0	0.0%
CUSTOMER SVC SW	0	0.0%	0	0.0%
CUSTOMER SVC SO SOUND	0	0.0%	0	0.0%
CUSTOMER SERV LTC	0	0.0%	0	0.0%
CUSTOMER SVC WASHCAP	0	0.0%	0	0.0%
CSCC Total	4	1.6%	17	2.2%

DCA Caseload by County of Residence, June 2015 Snapshot

County	Cases	% of Total	Clients	% of Total	County	Cases	% of Total	Clients	% of Total
Adams	0	0.0%	0	0.0%	Lewis	4	1.6%	19	2.4%
Asotin	1	0.4%	4	0.5%	Lincoln	0	0.0%	0	0.0%
Benton	8	3.3%	29	3.7%	Mason	2	0.8%	4	0.5%
Chelan	1	0.4%	5	0.6%	Okanogan	0	0.0%	0	0.0%
Clallam	2	0.8%	6	0.8%	Pacific	0	0.0%	0	0.0%
Clark	15	6.1%	52	6.6%	Pend Oreille	1	0.4%	4	0.5%
Columbia	0	0.0%	0	0.0%	Pierce	39	15.9%	126	16.1%
Cowlitz	9	3.7%	22	2.8%	San Juan	0	0.0%	0	0.0%
Douglas	2	0.8%	5	0.6%	Skagit	3	1.2%	8	1.0%
Ferry	0	0.0%	0	0.0%	Skamania	3	1.2%	13	1.7%
Franklin	2	0.8%	6	0.8%	Snohomish	21	8.6%	64	8.2%
Garfield	0	0.0%	0	0.0%	Spokane	46	18.8%	145	18.5%
Grant	0	0.0%	0	0.0%	Stevens	0	0.0%	0	0.0%
Grays Harbor	7	2.9%	23	2.9%	Thurston	11	4.5%	34	4.3%
Island	2	0.8%	6	0.8%	Wahkiakum	0	0.0%	0	0.0%
Jefferson	2	0.8%	6	0.8%	Walla Walla	4	1.6%	14	1.8%
King	32	13.1%	106	13.5%	Whatcom	3	1.2%	8	1.0%
Kitsap	8	3.3%	26	3.3%	Whitman	0	0.0%	0	0.0%
Kittitas	3	1.2%	9	1.1%	Yakima	11	4.5%	31	3.9%
Klickitat	3	1.2%	10	1.3%	Not Reported/ Unidentifiable	0	0.0%	0	0.0%

	Cases	% of Total	Clients	% of Total
State Total	245	100.0%	785	100.0%

DCA Client Demographics, June 2015 Snapshot

Characteristic	All Clients		All Adults	
	Number	% of Total Clients	Number	% of Total Adults
Total Clients	785	100.0%	316	100.0%

Gender				
Female	474	60.4%	233	73.7%
Male	311	39.6%	83	26.3%
Not Reported/ Unidentifiable	0	0.0%	0	0.0%

Race/Ethnicity				
Hispanic Origin	146	18.6%	59	18.7%
Not Hispanic or Latino	639	81.4%	257	81.3%
White	386	49.2%	174	55.1%
Black/African American	103	13.1%	39	12.3%
Asian/Pacific Islander	34	4.3%	14	4.4%
American Indian/Alaska Native	14	1.8%	8	2.5%
Two or More Races	15	1.9%	3	0.9%
Not Reported/Unidentifiable	87	11.1%	19	6.0%

Marital Status (Adults Only)				
Separated			26	8.2%
Married			79	25.0%
Never Married			169	53.5%
Divorced			31	9.8%
Widowed			1	0.3%
Not Reported/Unidentifiable			10	3.2%

Citizenship Status				
U.S. Citizen	729	92.9%	282	89.2%
Resident Alien	53	6.8%	31	9.8%
U.S. National ¹³	3	0.4%	3	0.9%
Not Reported/Unidentifiable	0	0.0%	0	0.0%

¹³ 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).

DCA Client Demographics, June 2015 Snapshot (continued)

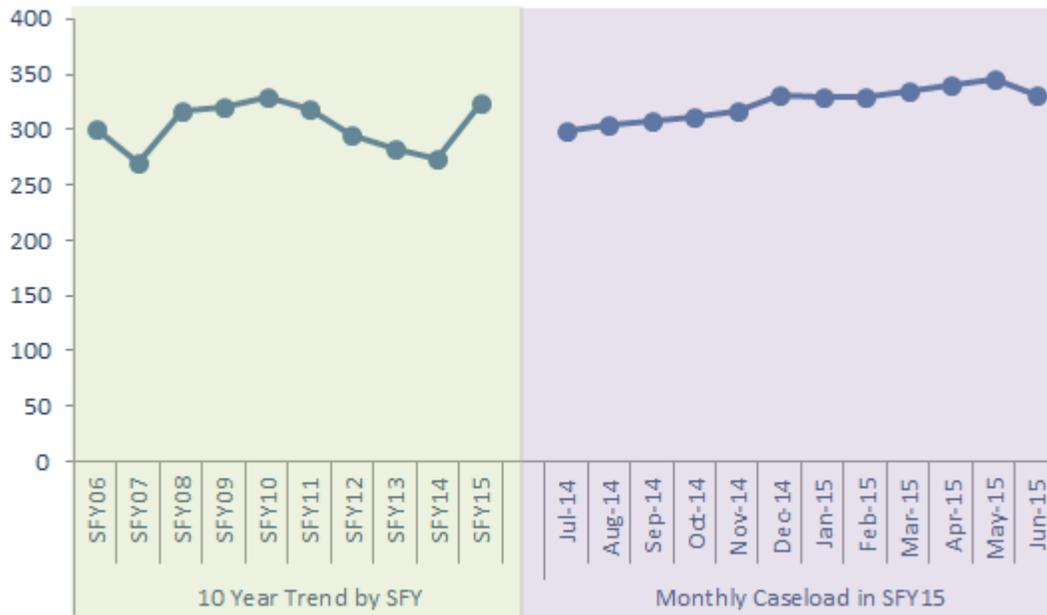
Characteristic	All Clients		All Adults	
	Number	% of Total Clients	Number	% of Total Adults
Homeless Status				
Homeless	47	6.0%	18	5.7%
Education Status (Adults Only)				
Less than a High School Diploma			44	13.9%
High School Graduate or GED			188	59.5%
Some College or College Degree			80	25.3%
Not Reported/Unidentifiable			4	1.3%
Age				
< 1 Year Old	66	8.4%	Not Applicable	
1 – 5 Years Old	160	20.4%		
6 – 10 Years Old	135	17.2%		
11 – 15 Years Old	83	10.6%		
16 – 17 Years Old	19	2.4%		
18 – 24 Years Old	67	8.5%	61	19.3%
25 – 34 Years Old	171	21.8%	171	54.1%
35 – 44 Years Old	65	8.3%	65	20.6%
45 – 54 Years Old	17	2.2%	17	5.4%
55 – 64 Years Old	2	0.3%	2	0.6%
65+ Years Old	0	0.0%	0	0.0%
Average Age of Children				
Average Age of Children	6.5 Years Old			
Average Age of Adults				
Average Age of Adults	31.0 Years Old			

Selected Ongoing Additional Requirements (OAR) Program Characteristics, SFY 2014 and SFY 2015

	SFY 2014 (July 2013-June 2014)	SFY 2015 (July 2014-June 2015)	Change	
Average Number of Cases Per Month (Range)	273 (268 - 280)	324 (299 - 346)	18.7% <i>Increase</i>	↑
Average Number of Persons Per Month (Range)	280 (275 - 284)	332 (309 - 355)	18.6% <i>Increase</i>	↑
Average Number of Adults Per Month (Range)	273 (269 - 281)	323 (300 - 345)	18.3% <i>Increase</i>	↑
Average Number of Children Per Month (Range)	7 (3-12)	10 (8 - 13)	42.9% <i>Increase</i>	↑
State Population	6,968,170	7,061,400	1.3% <i>Increase</i>	↑
Recipients as a Percent of State's Total Population	Trace	Trace		
Children as Percent of Recipients	2.5%	3.0%	0.5% <i>Increase</i>	↑
Average Persons Per Case	1.0	1.0	No <i>change</i>	=
Average Children Per Case	Trace	Trace		
Average Children Per Adult	Trace	Trace		
Average Monthly Payment Per Case (Range)¹⁴	\$43.57 (\$42.58 - \$45.50)	\$40.33 (\$39.26 - \$44.31)	-7.4% <i>Decrease</i>	↓

¹⁴ Payments not adjusted for refunds.

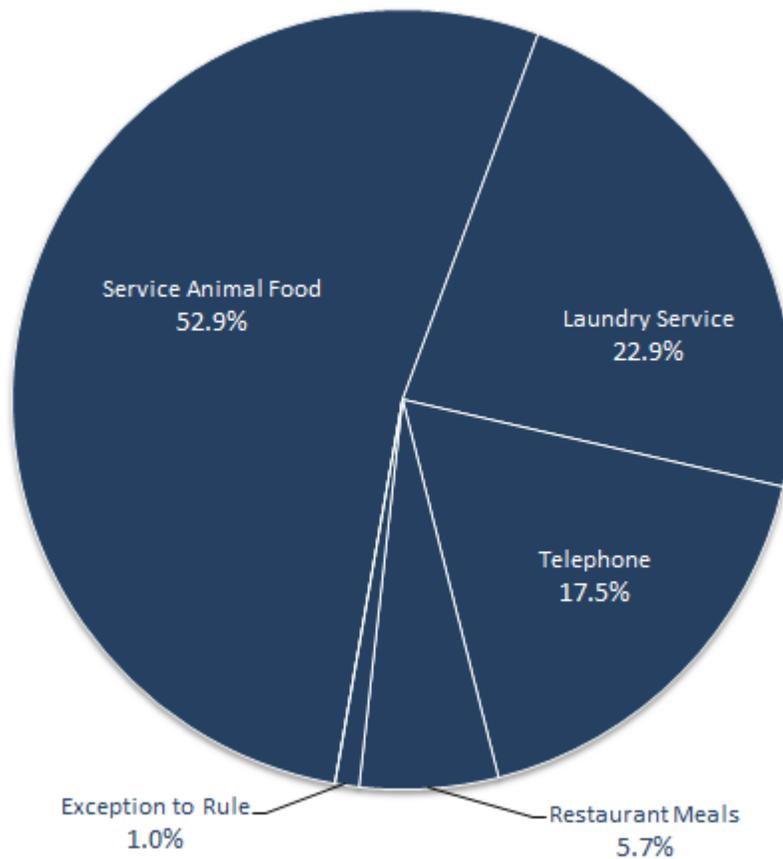
OAR Caseload, SFY 2006 – 2015



SFY	Mo. Avg. Cases	SFY	Mo. Avg. Cases
SFY06	301	SFY11	319
SFY07	270	SFY12	296
SFY08	316	SFY13	282
SFY09	320	SFY14	273
SFY10	330	SFY15	324

SFY 2015	Total Caseload	Persons	Grant Expenditures	Average Payment Per Case
July	299	309	\$13,247.45	\$44.31
August	304	311	\$12,440.67	\$40.92
September	307	314	\$12,360.64	\$40.26
October	312	319	\$12,540.07	\$40.19
November	317	325	\$12,764.29	\$40.27
December	331	342	\$13,228.13	\$39.96
January	329	339	\$13,246.33	\$40.26
February	330	339	\$13,413.99	\$40.65
March	335	345	\$13,387.80	\$39.96
April	341	348	\$13,480.52	\$39.53
May	346	355	\$13,583.09	\$39.26
June	331	342	\$13,112.16	\$39.61
Mo. Avg.	324	332	\$13,067.10	\$40.33

Average Monthly OAR Caseload by Service Type¹⁵, SFY 2015



OAR Case Type	OAR Caseload	
	Number	Percent
Service Animal Food	212	52.9%
Laundry Service	92	22.9%
Telephone	70	17.5%
Restaurant Meals	23	5.7%
Exception to Rule ¹⁶	4	1.0%
Home Delivered Meals	0	0.0%
Total Cases	401	100.0%

¹⁵ Numbers are based on the average monthly caseload by type. A case may receive more than one type of OAR assistance. As a result, the sum of OAR cases by type may exceed the monthly average cases that received OAR in the SFY.

¹⁶ ETR (Exception to Rule), formerly ETP (Exception to Policy), is detailed in WAC 388-440-0001.

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

Overview	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
Region 1 CSOs	29	8.8%	30	8.8%	73	22.1%	74	21.6%
Region 2 CSOs	42	12.7%	51	14.9%	182	55.0%	192	56.1%
Region 3 CSOs	11	3.3%	12	3.5%	76	23.0%	76	22.2%
CSCCs	135	40.8%	135	39.5%	Not Applicable			
HCS	114	34.4%	114	33.3%	Not Applicable			
Not Reported / Unidentifiable	0	0.0%	0	0.0%	0	0.0%	0	0.0%
State Total	331	100.0%	342	100.0%	331	100.0%	342	100.0%

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

Region 1 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ACCESS SPOKANE	24	7.3%	24	7.0%	53	16.0%	54	15.8%
CLARKSTON	0	0.0%	0	0.0%	1	0.3%	1	0.3%
COLFAX	0	0.0%	0	0.0%	1	0.3%	1	0.3%
COLVILLE	1	0.3%	2	0.6%	1	0.3%	1	0.3%
ELLENSBURG	0	0.0%	0	0.0%		0.0%	0	0.0%
GOLDENDALE	0	0.0%	0	0.0%	1	0.3%	1	0.3%
KENNEWICK	0	0.0%	0	0.0%	2	0.6%	2	0.6%
MOSES LAKE	0	0.0%	0	0.0%	3	0.9%	3	0.9%
NEWPORT	0	0.0%	0	0.0%	1	0.3%	1	0.3%
OKANOGAN	1	0.3%	1	0.3%	3	0.9%	3	0.9%
REPUBLIC	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SUNNYSIDE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOPPENISH	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WALLA WALLA	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WENATCHEE	1	0.3%	1	0.3%	3	0.9%	3	0.9%
WHITE SALMON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
YAKIMA	2	0.6%	2	0.6%	4	1.2%	4	1.2%
Region 1 Total	29	8.8%	30	8.8%	73	22.1%	74	21.6%

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

Region 2 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ALDERWOOD	2	0.6%	2	0.6%	20	6.0%	20	5.8%
AUBURN	1	0.3%	5	1.5%	2	0.6%	6	1.8%
BELLINGHAM	7	2.1%	8	2.3%	20	6.0%	21	6.1%
BELLTOWN	2	0.6%	2	0.6%	4	1.2%	4	1.2%
CAPITOL HILL	1	0.3%	2	0.6%	1	0.3%	2	0.6%
EVERETT	2	0.6%	2	0.6%	74	22.4%	74	21.6%
FEDERAL WAY	0	0.0%	0	0.0%	2	0.6%	2	0.6%
KING EASTSIDE	0	0.0%	0	0.0%	4	1.2%	4	1.2%
KING NORTH	4	1.2%	4	1.2%	6	1.8%	6	1.8%
KING SOUTH	1	0.3%	1	0.3%	4	1.2%	4	1.2%
MT VERNON	4	1.2%	6	1.8%	7	2.1%	9	2.6%
OAK HARBOR	2	0.6%	2	0.6%	5	1.5%	5	1.5%
RAINIER	2	0.6%	2	0.6%	5	1.5%	5	1.5%
RENTON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SKY VALLEY	2	0.6%	2	0.6%	6	1.8%	6	1.8%
SMOKEY POINT	11	3.3%	12	3.5%	15	4.5%	17	5.0%
WHITE CENTER	1	0.3%	1	0.3%	7	2.1%	7	2.0%
Region 2 Total	42	12.7%	51	14.9%	182	55.0%	192	56.1%

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

Region 3 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ABERDEEN	2	0.6%	2	0.6%	14	4.2%	14	4.1%
BREMERTON	0	0.0%	0	0.0%	6	1.8%	6	1.8%
CHEHALIS	1	0.3%	1	0.3%	1	0.3%	1	0.3%
COLUMBIA RIVER	1	0.3%	1	0.3%	8	2.4%	8	2.3%
FORKS	1	0.3%	1	0.3%	0	0.0%	0	0.0%
KELSO	0	0.0%	0	0.0%	9	2.7%	9	2.6%
LAKEWOOD	0	0.0%	0	0.0%	1	0.3%	1	0.3%
LONG BEACH	0	0.0%	0	0.0%	0	0.0%	0	0.0%
OLYMPIA	1	0.3%	1	0.3%	12	3.6%	12	3.5%
PIERCE NORTH	0	0.0%	0	0.0%	7	2.1%	7	2.0%
PIERCE SOUTH	2	0.6%	3	0.9%	6	1.8%	6	1.8%
PORT ANGELES	1	0.3%	1	0.3%	2	0.6%	2	0.6%
PORT TOWNSEND	1	0.3%	1	0.3%	5	1.5%	5	1.5%
PUYALLUP VALLEY	0	0.0%	0	0.0%	1	0.3%	1	0.3%
SHELTON	1	0.3%	1	0.3%	2	0.6%	2	0.6%
SOUTH BEND	0	0.0%	0	0.0%	1	0.3%	1	0.3%
STEVENSON	0	0.0%	0	0.0%	1	0.3%	1	0.3%
Region 3 Total	11	3.3%	12	3.5%	76	23.0%	76	22.2%

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

Customer Service Contact Centers (CSCC)	HCS of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CUSTOMER SVC CENTRAL	2	0.6%	2	0.6%
CUSTOMER SVC NE	0	0.0%	0	0.0%
CUSTOMER SVC NW	0	0.0%	0	0.0%
CUSTOMER SVC SW	1	0.3%	1	0.3%
CUSTOMER SVC SO SOUND	0	0.0%	0	0.0%
CUSTOMER SERV LTC	0	0.0%	0	0.0%
CUSTOMER SVC WASHCAP	132	39.9%	132	38.6%
CSCC Total	135	40.8%	135	39.5%

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

Home and Community Service Offices (HCS) – Region 1	HCS of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CLARKSTON HCS OFFICE	1	0.3%	1	0.3%
OKANOGAN HCS OFFICE	1	0.3%	1	0.3%
SPOKANE HCS OFFICE	12	3.6%	12	3.5%
WENATCHEE HCS OFFICE	2	0.6%	2	0.6%
Region 1 Total	16	4.8%	16	4.7%

Home and Community Service Offices (HCS) – Region 2	HCS of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
ALDERWOOD HCS OFFICE	15	4.5%	15	4.4%
BELLINGHAM HCS OFC	2	0.6%	2	0.6%
EVERETT HCS OFFICE	65	19.6%	65	19.0%
HOLGATE HCS OFFICE	1	0.3%	1	0.3%
MT VERNON HCS OFFICE	3	0.9%	3	0.9%
SMOKEY POINT HCS	2	0.6%	2	0.6%
Region 2 Total	88	26.6%	88	25.7%

Home and Community Service Offices (HCS) – Region 3	HCS of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
ABERDEEN HCS OFFICE	2	0.6%	2	0.6%
BREMERTON HCS OFFICE	1	0.3%	1	0.3%
KELSO HCS	2	0.6%	2	0.6%
OLYMPIA HCS OFFICE	1	0.3%	1	0.3%
PACIFIC COUNTY HCS	2	0.6%	2	0.6%
TACOMA HCS OFFICE	2	0.6%	2	0.6%
Region 3 Total	10	3.0%	10	2.9%

OAR Caseload by County of Residence, June 2015 Snapshot

County	Cases	% of Total	Clients	% of Total	County	Cases	% of Total	Clients	% of Total
Adams	0	0.0%	0	0.0%	Lewis	2	0.6%	2	0.6%
Asotin	1	0.3%	1	0.3%	Lincoln	0	0.0%	0	0.0%
Benton	2	0.6%	2	0.6%	Mason	2	0.6%	2	0.6%
Chelan	3	0.9%	3	0.9%	Okanogan	3	0.9%	3	0.9%
Clallam	2	0.6%	2	0.6%	Pacific	1	0.3%	1	0.3%
Clark	8	2.4%	8	2.3%	Pend Oreille	1	0.3%	1	0.3%
Columbia	0	0.0%	0	0.0%	Pierce	15	4.5%	15	4.4%
Cowlitz	8	2.4%	8	2.3%	San Juan	0	0.0%	0	0.0%
Douglas	0	0.0%	0	0.0%	Skagit	6	1.8%	8	2.3%
Ferry	0	0.0%	0	0.0%	Skamania	1	0.3%	1	0.3%
Franklin	0	0.0%	0	0.0%	Snohomish	115	34.7%	117	34.2%
Garfield	0	0.0%	0	0.0%	Spokane	53	16.0%	54	15.8%
Grant	3	0.9%	3	0.9%	Stevens	1	0.3%	1	0.3%
Grays Harbor	14	4.2%	14	4.1%	Thurston	11	3.3%	11	3.2%
Island	6	1.8%	6	1.8%	Wahkiakum	1	0.3%	1	0.3%
Jefferson	5	1.5%	5	1.5%	Walla Walla	0	0.0%	0	0.0%
King	35	10.6%	40	11.7%	Whatcom	20	6.0%	21	6.1%
Kitsap	6	1.8%	6	1.8%	Whitman	1	0.3%	1	0.3%
Kittitas	0	0.0%	0	0.0%	Yakima	4	1.2%	4	1.2%
Klickitat	1	0.3%	1	0.3%	Not Reported/ Unidentifiable	0	0.0%	0	0.0%

	Cases	% of Total	Clients	% of Total
State Total	331	100.0%	342	100.0%

OAR Client Demographics, June 2015 Snapshot

Characteristic	All Clients	
	Number	% of Total Clients
Total Clients	342	100.0%

Gender		
Female	248	72.5%
Male	94	27.5%
Not Reported/ Unidentifiable	0	0.0%

Race/Ethnicity		
Hispanic Origin	10	2.9%
Not Hispanic or Latino	332	97.1%
White	255	74.6%
Black/African American	8	2.3%
Asian/Pacific Islander	11	3.2%
American Indian/Alaska Native	8	2.3%
Two or More Races	2	0.6%
Not Reported/Unidentifiable	48	14.0%

Marital Status		
Separated	36	10.5%
Married	40	11.7%
Never Married	134	39.2%
Divorced	97	28.4%
Widowed	32	9.4%
Not Reported/Unidentifiable	3	0.9%

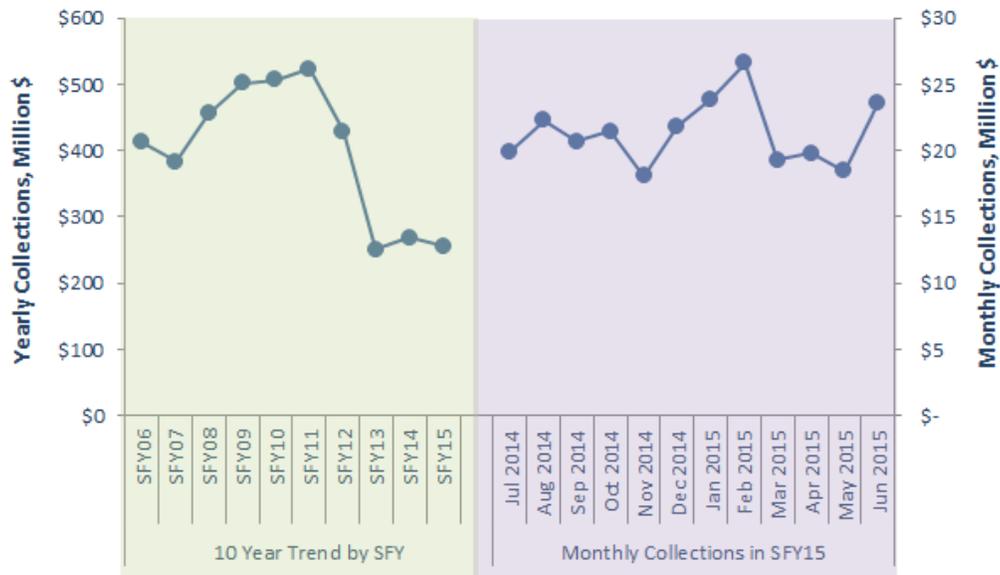
Citizenship Status		
U.S. Citizen	313	91.5%
Resident Alien	28	8.2%
U.S. National¹⁷	1	0.3%
Not Reported/Unidentifiable	0	0.0%

¹⁷ 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).

OAR Client Demographics, June 2015 Snapshot (continued)

Characteristic	All Clients	
	Number	% of Total Clients
Homeless Status		
Homeless	43	12.6%
Education Status		
Less than a High School Diploma	64	18.7%
High School Graduate or GED	205	59.9%
Some College or College Degree	59	17.3%
Not Reported/Unidentifiable	14	4.1%
Age		
< 1 Year Old	0	0.0%
1 – 5 Years Old	1	0.3%
6 – 10 Years Old	2	0.6%
11 – 15 Years Old	4	1.2%
16 – 17 Years Old	3	0.9%
18 – 24 Years Old	11	3.2%
25 – 34 Years Old	18	5.3%
35 – 44 Years Old	49	14.3%
45 – 54 Years Old	72	21.1%
55 – 64 Years Old	86	25.1%
65+ Years Old	96	28.1%
Average Age of Clients	55.3 Years Old	

Office of Financial Recovery (OFR) Total Collections¹⁸, SFY 2006 – 2015



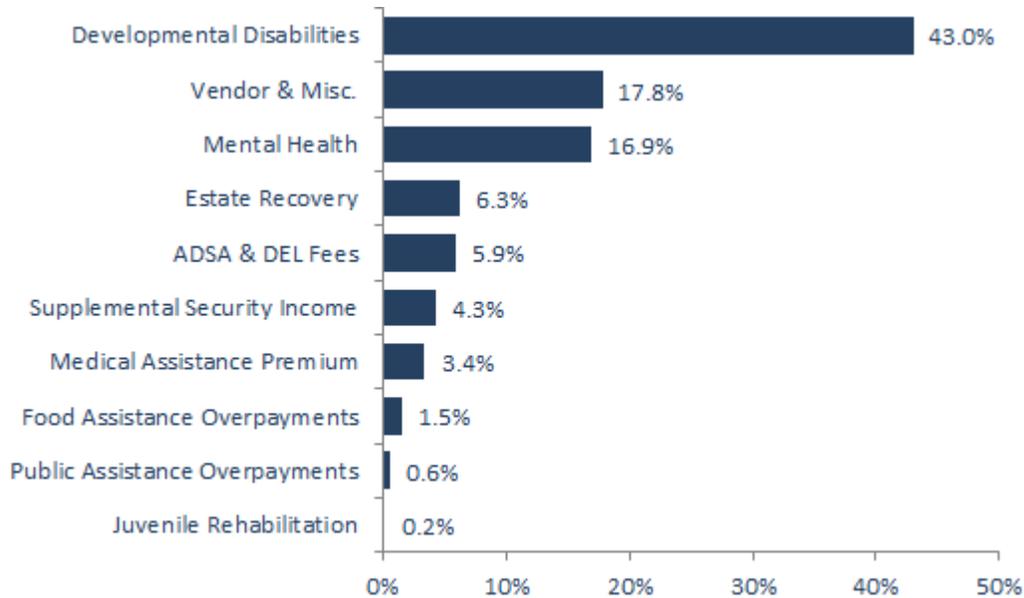
SFY ¹⁹	Total Collections	SFY	Total Collections
SFY06	\$411,945,972	SFY11	\$523,043,246
SFY07	\$383,371,727	SFY12	\$429,598,175
SFY08	\$455,621,170	SFY13	\$250,758,274
SFY09	\$501,094,673	SFY14	\$268,679,562
SFY10	\$507,122,495	SFY15	\$255,810,362

SFY 2015	Total Collections
July	\$19,900,224
August	\$22,275,402
September	\$20,705,951
October	\$21,455,237
November	\$18,066,030
December	\$21,822,296
January	\$23,874,159
February	\$26,602,632
March	\$19,259,948
April	\$19,811,664
May	\$18,432,344
June	\$23,604,475
Mo. Avg.	\$21,317,530

¹⁸ Data source: ESA Office of Financial Recovery.

¹⁹ Effective July 1, 2012, OFR no longer handles the Medicaid Drug Rebate function. This line of business collected \$178,156,779 in SFY 12 and \$0 in SFY 13. Effective January 1, 2013, OFR stopped performing the majority of Regional Support Network reimbursement functions. This enterprise collected \$29,650,257 in SFY 12 and \$304,347 in SFY 13.

OFR Total Collections by Program²⁰, SFY 2015



Program	SFY 2015 Collections
Developmental Disabilities	\$110,000,081
Vendor & Misc.	\$45,640,642
Mental Health	\$43,324,468
Estate Recovery	\$16,023,121
ADSA & DEL Fees	\$15,176,848
Supplemental Security Income	\$11,063,982
Medical Assistance Premium	\$8,729,386
Food Assistance Overpayments	\$3,857,766
Public Assistance Overpayments	\$1,608,884
Juvenile Rehabilitation	\$385,184
SFY Total Collections	\$255,810,362

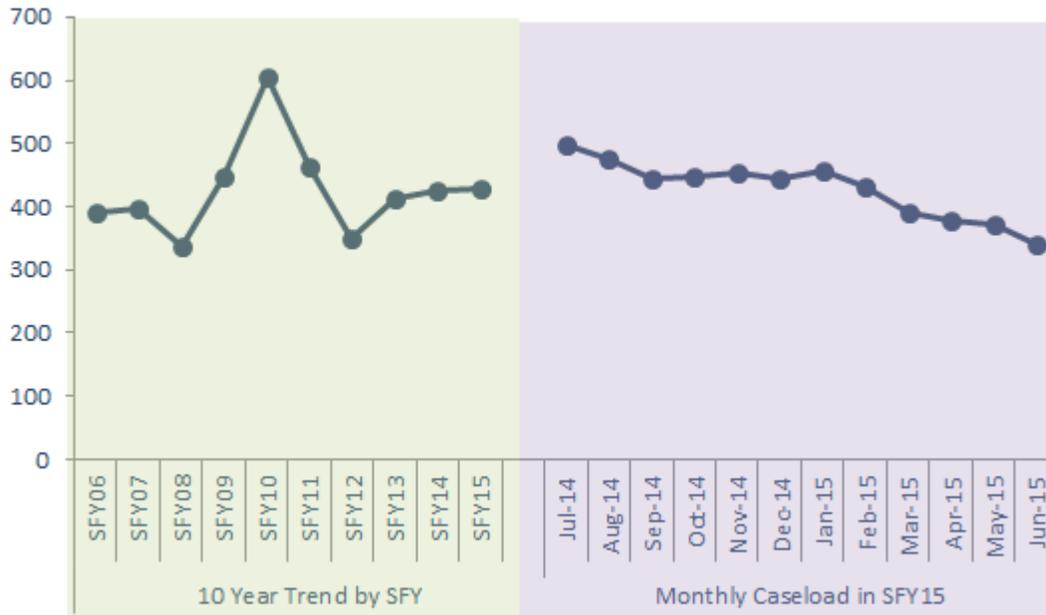
²⁰ Effective July 1, 2012, OFR no longer handles the Medicaid Drug Rebate function. This line of business collected \$178,156,779 in FY12 and \$0 in FY13. Effective January 1, 2013, OFR stopped performing the majority of Regional Support Network reimbursement functions. This line of business collected \$29,650,257 in FY12 and \$304,347 in FY 13.

Selected Refugee Cash Assistance (RCA) Program Characteristics, SFY 2014 and SFY 2015

	SFY 2014 (July 2013-June 2014)	SFY 2015 (July 2014-June 2015)	Change	
Average Number of Cases	425	428	0.7%	↑
Per Month (Range)	(370 - 495)	(341 - 497)	<i>Increase</i>	
Average Number of Persons	467	483	3.4%	↑
Per Month (Range)	(400 - 558)	(378 - 567)	<i>Increase</i>	
State Population Age 18 and Over	5,376,986	5,458,665	1.5%	↑
			<i>Increase</i>	
Recipients as a Percent of State's Population 18 and Over	Trace	Trace		
Average Persons Per Case	1.1	1.1	No change	=
Average Monthly Payment	\$280.10	\$285.14	1.8%	↑
Per Case (Range)²¹	(\$270.39 - \$292.60)	(\$277.43 - \$293.68)	<i>Increase</i>	

²¹ Payments not adjusted for refunds.

RCA Caseload, SFY 2006 - 2015



SFY	Mo. Avg. Cases	SFY	Mo. Avg. Cases
SFY06	392	SFY11	464
SFY07	398	SFY12	348
SFY08	336	SFY13	414
SFY09	447	SFY14	425
SFY10	605	SFY15	428

SFY 2015	Total Caseload	Persons	Grant Expenditures	Average Payment Per Case
July	497	567	\$143,168.70	\$288.07
August	477	535	\$140,086.00	\$293.68
September	445	502	\$128,491.00	\$288.74
October	447	510	\$125,913.00	\$281.68
November	452	514	\$127,694.00	\$282.51
December	444	517	\$128,529.75	\$289.48
January	458	522	\$127,064.00	\$277.43
February	433	488	\$124,300.00	\$287.07
March	391	436	\$113,796.00	\$291.04
April	378	414	\$105,777.46	\$279.83
May	371	412	\$104,664.00	\$282.11
June	341	378	\$94,992.00	\$278.57
Mo. Avg.	428	483	\$122,039.66	\$285.14

RCA Caseload by Country of Origin, June 2015 Snapshot

Country	Number of Persons	Percent of Statewide Cases
State Total	378	100.0%
Ukraine	64	16.9%
Iraq	61	16.1%
Somalia	50	13.2%
Iran	37	9.8%
Myanmar (Burma)	36	9.5%
Cuba	18	4.8%
Eritrea	15	4.0%
Afghanistan	11	2.9%
Congo, Democratic Republic of	10	2.6%
Russia	10	2.6%
Bhutan	8	2.1%
Ethiopia	8	2.1%
Moldova	8	2.1%
Congo	6	1.6%
Gambia, The	4	1.1%
Columbia	3	0.8%
Syria	3	0.8%
Belarus (Belorussia)	2	0.5%
Central African Republic	2	0.5%
Kenya	2	0.5%
Mongolia	2	0.5%
Philippines	2	0.5%
Bermuda	1	0.3%
China	1	0.3%
Dominican Republic	1	0.3%
Jordan	1	0.3%
Kazakhstan	1	0.3%
Libya	1	0.3%
Malaysia	1	0.3%
Mexico	1	0.3%
Nepal	1	0.3%
Saint Martin	1	0.3%
Sudan	1	0.3%
Thailand	1	0.3%
Turkey	1	0.3%
Other Countries	3	0.8%

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

Overview	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
Region 1 CSOs	60	17.6%	68	18.0%	60	17.6%	68	18.0%
Region 2 CSOs	248	72.7%	272	72.0%	248	72.7%	272	72.0%
Region 3 CSOs	32	9.4%	37	9.8%	33	9.7%	38	10.1%
CSCCs	0	0.0%	0	0.0%	Not Applicable			
HCS ²²	1	0.3%	1	0.3%	Not Applicable			
Not Reported / Unidentifiable	0	0.0%	0	0.0%	0	0.0%		0.0%
State Total	341	100.0%	378	100.0%	341	100.0%	378	100.0%

²² The Holgate HCS office issued the RCA benefit to the one case/client in June 2015.

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

Region 1 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ACCESS SPOKANE	27	7.9%	34	9.0%	27	7.9%	34	9.0%
CLARKSTON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
COLFAX	0	0.0%	0	0.0%	0	0.0%	0	0.0%
COLVILLE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
ELLENSBURG	1	0.3%	1	0.3%	1	0.3%	1	0.3%
GOLDENDALE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
KENNEWICK	29	8.5%	30	7.9%	29	8.5%	30	7.9%
MOSES LAKE	3	0.9%	3	0.8%	3	0.9%	3	0.8%
NEWPORT	0	0.0%	0	0.0%	0	0.0%	0	0.0%
OKANOGAN	0	0.0%	0	0.0%	0	0.0%	0	0.0%
REPUBLIC	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SUNNYSIDE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOPPENISH	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WALLA WALLA	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WENATCHEE	0	0.0%	0	0.0%	0	0.0%	0	0.0%
WHITE SALMON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
YAKIMA	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Region 1 Total	60	17.6%	68	18.0%	60	17.6%	68	18.0%

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

Region 2 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ALDERWOOD	16	4.7%	17	4.5%	17	5.0%	18	4.8%
AUBURN	10	2.9%	12	3.2%	13	3.8%	16	4.2%
BELLINGHAM	2	0.6%	2	0.5%	1	0.3%	1	0.3%
BELLTOWN	3	0.9%	3	0.8%	2	0.6%	2	0.5%
CAPITOL HILL	5	1.5%	5	1.3%	4	1.2%	4	1.1%
EVERETT	13	3.8%	16	4.2%	12	3.5%	13	3.4%
FEDERAL WAY	4	1.2%	5	1.3%	3	0.9%	4	1.1%
KING EASTSIDE	21	6.2%	23	6.1%	19	5.6%	20	5.3%
KING NORTH	5	1.5%	5	1.3%	7	2.1%	7	1.9%
KING SOUTH	86	25.2%	97	25.7%	94	27.6%	107	28.3%
MT VERNON	2	0.6%	2	0.5%	1	0.3%	1	0.3%
OAK HARBOR	0	0.0%	0	0.0%	0	0.0%	0	0.0%
RAINIER	13	3.8%	13	3.4%	14	4.1%	14	3.7%
RENTON	11	3.2%	11	2.9%	21	6.2%	21	5.6%
SKY VALLEY	1	0.3%	1	0.3%	1	0.3%	1	0.3%
SMOKEY POINT	3	0.9%	5	1.3%	5	1.5%	8	2.1%
WHITE CENTER	53	15.5%	55	14.6%	34	10.0%	35	9.3%
Region 2 Total	248	72.7%	272	72.0%	248	72.7%	272	72.0%

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

Region 3 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ABERDEEN	0	0.0%	0	0.0%	0	0.0%	0	0.0%
BREMERTON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
CHEHALIS	0	0.0%	0	0.0%	0	0.0%	0	0.0%
COLUMBIA RIVER	19	5.6%	21	5.6%	19	5.6%	21	5.6%
FORKS	0	0.0%	0	0.0%	0	0.0%	0	0.0%
KELSO	0	0.0%	0	0.0%	0	0.0%	0	0.0%
LAKEWOOD	3	0.9%	4	1.1%	4	1.2%	5	1.3%
LONG BEACH	0	0.0%	0	0.0%	0	0.0%	0	0.0%
OLYMPIA	0	0.0%	0	0.0%	0	0.0%	0	0.0%
PIERCE NORTH	6	1.8%	8	2.1%	5	1.5%	6	1.6%
PIERCE SOUTH	4	1.2%	4	1.1%	5	1.5%	6	1.6%
PORT ANGELES	0	0.0%	0	0.0%	0	0.0%	0	0.0%
PORT TOWNSEND	0	0.0%	0	0.0%	0	0.0%	0	0.0%
PUYALLUP VALLEY	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SHELTON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SOUTH BEND	0	0.0%	0	0.0%	0	0.0%	0	0.0%
STEVENSON	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Region 3 Total	32	9.4%	37	9.8%	33	9.7%	38	10.1%

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

Customer Service Contact Centers (CSCC)	CSO of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CUSTOMER SVC CENTRAL	0	0.0%	0	0.0%
CUSTOMER SVC NE	0	0.0%	0	0.0%
CUSTOMER SVC NW	0	0.0%	0	0.0%
CUSTOMER SVC SW	0	0.0%	0	0.0%
CUSTOMER SVC SO SOUND	0	0.0%	0	0.0%
CUSTOMER SERV LTC	0	0.0%	0	0.0%
CUSTOMER SVC WASHCAP	0	0.0%	0	0.0%
CSCC Total	0	0.0%	0	0.0%

RCA Caseload by County of Residence, June 2015 Snapshot

County	Cases	% of Total	Clients	% of Total	County	Cases	% of Total	Clients	% of Total
Adams	0	0.0%	0	0.0%	Lewis	0	0.0%	0	0.0%
Asotin	0	0.0%	0	0.0%	Lincoln	0	0.0%	0	0.0%
Benton	26	7.6%	27	7.1%	Mason	0	0.0%	0	0.0%
Chelan	0	0.0%	0	0.0%	Okanogan	0	0.0%	0	0.0%
Clallam	0	0.0%	0	0.0%	Pacific	0	0.0%	0	0.0%
Clark	19	5.6%	21	5.6%	Pend Oreille	0	0.0%	0	0.0%
Columbia	0	0.0%	0	0.0%	Pierce	14	4.1%	17	4.5%
Cowlitz	0	0.0%	0	0.0%	San Juan	0	0.0%	0	0.0%
Douglas	0	0.0%	0	0.0%	Skagit	1	0.3%	1	0.3%
Ferry	0	0.0%	0	0.0%	Skamania	0	0.0%	0	0.0%
Franklin	3	0.9%	3	0.8%	Snohomish	35	10.3%	40	10.6%
Garfield	0	0.0%	0	0.0%	Spokane	27	7.9%	34	9.0%
Grant	3	0.9%	3	0.8%	Stevens	0	0.0%	0	0.0%
Grays Harbor	0	0.0%	0	0.0%	Thurston	0	0.0%	0	0.0%
Island	0	0.0%	0	0.0%	Wahkiakum	0	0.0%	0	0.0%
Jefferson	0	0.0%	0	0.0%	Walla Walla	0	0.0%	0	0.0%
King	211	61.9%	230	60.8%	Whatcom	1	0.3%	1	0.3%
Kitsap	0	0.0%	0	0.0%	Whitman	0	0.0%	0	0.0%
Kittitas	1	0.3%	1	0.3%	Yakima	0	0.0%	0	0.0%
Klickitat	0	0.0%	0	0.0%	Not Reported/ Unidentifiable	0	0.0%	0	0.0%

	Cases	% of Total	Clients	% of Total
State Total	341	100.0%	378	100.0%

RCA Client Demographics, June 2015 Snapshot

Characteristic	All Clients	
	Number	% of Total Clients
Total Clients	378	100.0%

Gender		
Female	148	39.2%
Male	230	60.8%
Not Reported/ Unidentifiable	0	0.0%

Race/Ethnicity		
Hispanic Origin	29	7.7%
Not Hispanic or Latino	349	92.3%
White	78	20.6%
Black/African American	60	15.9%
Asian/Pacific Islander	32	8.5%
American Indian/Alaska Native	0	0.0%
Two or More Races	0	0.0%
Not Reported/Unidentifiable	179	47.4%

Marital Status		
Separated	7	1.9%
Married	90	23.8%
Never Married	240	63.5%
Divorced	2	0.5%
Widowed	12	3.2%
Not Reported/Unidentifiable	27	7.1%

Citizenship Status		
U.S. Citizen	0	0.0%
Resident Alien	378	100.0%
U.S. National ²³	0	0.0%
Not Reported/Unidentifiable	0	0.0%

²³ 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).

RCA Client Demographics, June 2015 Snapshot (continued)

Characteristic	All Clients	
	Number	% of Total Clients
Homeless Status		
Homeless	33	8.7%
Education Status		
Less than a High School Diploma	112	29.6%
High School Graduate or GED	170	45.0%
Some College or College Degree	64	16.9%
Not Reported/Unidentifiable	32	8.5%
Age		
Under 18 Years Old	3	0.8%
18 – 24 Years Old	128	33.9%
25 – 34 Years Old	113	29.9%
35 – 44 Years Old	41	10.8%
45 – 54 Years Old	29	7.7%
55 – 64 Years Old	49	13.0%
65+ Years Old	15	4.0%
Average Age of Clients		
	34.2 Years Old	

Selected State Supplemental Payment (SSP) Program Characteristics²⁴, SFY 2014 and SFY 2015

	SFY 2014 (July 2013-June 2014)	SFY 2015 (July 2014-June 2015)	Change	
Average Number of Cases Per Month (Range)	36,110 (35,783 – 36,363)	36,908 (36,537 - 37,190)	2.2% <i>Increase</i>	↑
Average Number of Persons Per Month (Range)	36,110 (35,741 – 36,326)	36,908 (36,537 - 37,190)	2.2% <i>Increase</i>	↑
State Population	6,968,170	7,061,400	1.3% <i>Increase</i>	↑
Recipients as a Percent of State's Total Population	0.5%	0.5%	<i>No Change</i>	=
State Population Age 18 and Over	5,376,986	5,458,665	1.5% <i>Increase</i>	↑
Recipients as a Percent of State's Population Age 18 and Over	0.7%	0.7%	<i>No Change</i>	=
Average Persons Per Case	1	1	<i>No Change</i>	=
Average Monthly Payment Per Case (Range)²⁵	\$46.17 ((\$40.00 – \$83.84))	\$40.00 ((\$40.00 - \$40.02))	-13.4% <i>Decrease</i>	↓

²⁴ The Social Security Act requires the state of Washington to maintain a State Supplemental Program (SSP) because Washington operated a state-funded assistance program prior to the implementation of the federal Supplemental Security Income (SSI) program in 1974. Washington State is required to inform the Social Security Administration (SSA) each year how the program will be managed through an annual State Plan agreement.

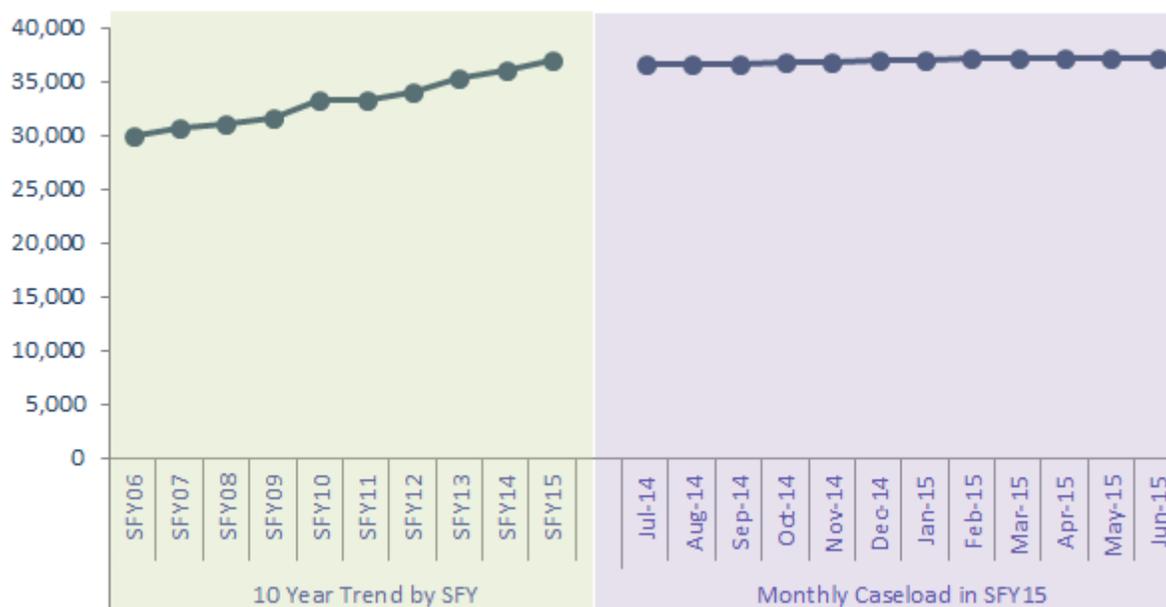
Since the start of SSP, Washington State has paid SSA to administer the program. The 2002 Washington State Legislature redirected the funding for SSP. It was divided between the Division of Developmental Disabilities (DDD), Children's Administration, and the Economic Services Administration (ESA). State administration of SSP began in October 2002.

Currently ESA is allotted \$18,428,800 of the \$28.9 million maintenance of effort (MOE) money to spend on SSI recipients who meet one or more of these criteria: (1) who are grandfathered-in SSI recipients (also called Mandatory Income Level clients by SSI); (2) have an SSI-ineligible spouse; (3) age 65 or older; (4) blind; (5) determined eligible for SSP by the Developmental Disability Administration; or (6) receiving SSI as a foster child who receives specific services through Children's Administration Behavior Rehabilitation Services (BRS) for part or all of a month and not eligible for foster care reimbursement under Title IV-E of the Social Security Act.

Numbers reported here represent the number of cases managed by ESA.

²⁵ Payments not adjusted for refunds.

SSP Caseload, SFY 2006 - 2015



SFY	Mo. Avg. Cases	SFY	Mo. Avg. Cases
SFY06	29,989	SFY11	33,237
SFY07	30,618	SFY12	34,075
SFY08	31,103	SFY13	35,241
SFY09	31,658	SFY14	36,110
SFY10	33,237	SFY15	36,908

SFY 2015	Total Caseload	Persons	Grant Expenditures	Average Payment Per Case
July	36,537	36,537	\$1,461,588.08	\$40.00
August	36,594	36,594	\$1,463,828.08	\$40.00
September	36,611	36,611	\$1,465,004.58	\$40.02
October	36,713	36,713	\$1,468,868.08	\$40.01
November	36,832	36,832	\$1,473,308.08	\$40.00
December	36,919	36,919	\$1,476,908.08	\$40.00
January	37,008	37,008	\$1,480,308.08	\$40.00
February	37,045	37,045	\$1,482,084.34	\$40.01
March	37,126	37,126	\$1,485,324.34	\$40.01
April	37,190	37,190	\$1,487,604.34	\$40.00
May	37,189	37,189	\$1,487,684.34	\$40.00
June	37,131	37,131	\$1,485,284.34	\$40.00
Mo. Avg.	36,908	36,908	\$1,476,482.90	\$40.00

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

Overview	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
Region 1 CSOs	2,424	6.5%	2,424	6.5%	7,291	19.6%	7,291	19.6%
Region 2 CSOs	5,513	14.8%	5,513	14.8%	19,510	52.5%	19,510	52.5%
Region 3 CSOs	2,942	7.9%	2,942	7.9%	10,324	27.8%	10,324	27.8%
CSCCs	11,930	32.1%	11,930	32.1%	Not Applicable			
HCS	14,322	38.6%	14,322	38.6%	Not Applicable			
Not Reported / Unidentifiable	0	0.0%	0	0.0%	6	0.0%	6	0.0%
State Total	37,131	100.0%	37,131	100.0%	37,131	100.0%	37,131	100.0%

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

Region 1 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ACCESS SPOKANE	791	2.1%	791	2.1%	2,509	6.8%	2,509	6.8%
CLARKSTON	44	0.1%	44	0.1%	108	0.3%	108	0.3%
COLFAX	24	0.1%	24	0.1%	73	0.2%	73	0.2%
COLVILLE	69	0.2%	69	0.2%	209	0.6%	209	0.6%
ELLENSBURG	28	0.1%	28	0.1%	96	0.3%	96	0.3%
GOLDENDALE	29	0.1%	29	0.1%	65	0.2%	65	0.2%
KENNEWICK	311	0.8%	311	0.8%	979	2.6%	979	2.6%
MOSES LAKE	153	0.4%	153	0.4%	454	1.2%	454	1.2%
NEWPORT	38	0.1%	38	0.1%	91	0.2%	91	0.2%
OKANOGAN	106	0.3%	106	0.3%	281	0.8%	281	0.8%
REPUBLIC	26	0.1%	26	0.1%	84	0.2%	84	0.2%
SUNNYSIDE	127	0.3%	127	0.3%	402	1.1%	402	1.1%
TOPPENISH	112	0.3%	112	0.3%	304	0.8%	304	0.8%
WALLA WALLA	104	0.3%	104	0.3%	307	0.8%	307	0.8%
WENATCHEE	153	0.4%	153	0.4%	402	1.1%	402	1.1%
WHITE SALMON	8	0.0%	8	0.0%	34	0.1%	34	0.1%
YAKIMA	301	0.8%	301	0.8%	893	2.4%	893	2.4%
Region 1 Total	2,424	6.5%	2,424	6.5%	7,291	19.6%	7,291	19.6%

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

Region 2 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ALDERWOOD	473	1.3%	473	1.3%	1,394	3.8%	1,394	3.8%
AUBURN	155	0.4%	155	0.4%	858	2.3%	858	2.3%
BELLINGHAM	305	0.8%	305	0.8%	948	2.6%	948	2.6%
BELLTOWN	247	0.7%	247	0.7%	1,322	3.6%	1,322	3.6%
CAPITOL HILL	291	0.8%	291	0.8%	1,130	3.0%	1,130	3.0%
EVERETT	305	0.8%	305	0.8%	1,243	3.3%	1,243	3.3%
FEDERAL WAY	315	0.8%	315	0.8%	847	2.3%	847	2.3%
KING EASTSIDE	691	1.9%	691	1.9%	2,257	6.1%	2,257	6.1%
KING NORTH	409	1.1%	409	1.1%	1,606	4.3%	1,606	4.3%
KING SOUTH	361	1.0%	361	1.0%	1,414	3.8%	1,414	3.8%
MT VERNON	171	0.5%	171	0.5%	540	1.5%	540	1.5%
OAK HARBOR	71	0.2%	71	0.2%	159	0.4%	159	0.4%
RAINIER	524	1.4%	524	1.4%	1,753	4.7%	1,753	4.7%
RENTON	390	1.1%	390	1.1%	1,338	3.6%	1,338	3.6%
SKY VALLEY	99	0.3%	99	0.3%	298	0.8%	298	0.8%
SMOKEY POINT	172	0.5%	172	0.5%	524	1.4%	524	1.4%
WHITE CENTER	534	1.4%	534	1.4%	1,879	5.1%	1,879	5.1%
Region 2 Total	5,513	14.8%	5,513	14.8%	19,510	52.5%	19,510	52.5%

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

Region 3 CSO	CSO of ISSUANCE				CSO of RESIDENCE			
	Cases	% of State Total	Clients	% of State Total	Cases	% of State Total	Clients	% of State Total
ABERDEEN	122	0.3%	122	0.3%	417	1.1%	417	1.1%
BREMERTON	234	0.6%	234	0.6%	777	2.1%	777	2.1%
CHEHALIS	124	0.3%	124	0.3%	367	1.0%	367	1.0%
COLUMBIA RIVER	600	1.6%	600	1.6%	2,319	6.2%	2,319	6.2%
FORKS	23	0.1%	23	0.1%	56	0.2%	56	0.2%
KELSO	166	0.4%	166	0.4%	494	1.3%	494	1.3%
LAKEWOOD	254	0.7%	254	0.7%	930	2.5%	930	2.5%
LONG BEACH	33	0.1%	33	0.1%	71	0.2%	71	0.2%
OLYMPIA	312	0.8%	312	0.8%	959	2.6%	959	2.6%
PIERCE NORTH	286	0.8%	286	0.8%	1,207	3.3%	1,207	3.3%
PIERCE SOUTH	384	1.0%	384	1.0%	1,353	3.6%	1,353	3.6%
PORT ANGELES	66	0.2%	66	0.2%	253	0.7%	253	0.7%
PORT TOWNSEND	21	0.1%	21	0.1%	114	0.3%	114	0.3%
PUYALLUP VALLEY	218	0.6%	218	0.6%	688	1.9%	688	1.9%
SHELTON	67	0.2%	67	0.2%	223	0.6%	223	0.6%
SOUTH BEND	21	0.1%	21	0.1%	75	0.2%	75	0.2%
STEVENSON	11	0.0%	11	0.0%	21	0.1%	21	0.1%
Region 3 Total	2,942	7.9%	2,942	7.9%	10,324	27.8%	10,324	27.8%

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

Customer Service Contact Centers (CSCC)	CSO of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CUSTOMER SVC CENTRAL	310	0.8%	310	0.8%
CUSTOMER SVC NE	1	0.0%	1	0.0%
CUSTOMER SVC NW	0	0.0%	0	0.0%
CUSTOMER SVC SW	3	0.0%	3	0.0%
CUSTOMER SVC SO SOUND	1	0.0%	1	0.0%
CUSTOMER SERV LTC	95	0.3%	95	0.3%
CUSTOMER SVC WASHCAP	11,515	31.0%	11,515	31.0%
MEDICAL ELIG DET SVC	4	0.0%	4	0.0%
PGST	1	0.0%	1	0.0%
CSCC Total	11,930	32.1%	11,930	32.1%

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

Home and Community Service Offices (HCS) – Region 1	HCS of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
CLARKSTON HCS OFFICE	38	0.1%	38	0.1%
COLVILLE HCS OFFICE	84	0.2%	84	0.2%
ELLENSBURG HCS	28	0.1%	28	0.1%
MOSES LK HCS OFFICE	124	0.3%	124	0.3%
OKANOGAN HCS OFFICE	62	0.2%	62	0.2%
SPOKANE HCS OFFICE	982	2.6%	982	2.6%
SUNNYSIDE HCS OFFICE	100	0.3%	100	0.3%
TRI-CITIES HCS OFC	437	1.2%	437	1.2%
WALLA WALLA HCS OFC	102	0.3%	102	0.3%
WENATCHEE HCS OFFICE	107	0.3%	107	0.3%
YAKIMA HCS OFFICE	255	0.7%	255	0.7%
Region Total	2,319	6.2%	2,319	6.2%

Home and Community Service Offices (HCS) – Region 2	HCS of ISSUANCE			
	Cases	% of State Total	Clients	% of State Total
ALDERWOOD HCS OFFICE	840	2.3%	840	2.3%
BELLINGHAM HCS OFC	274	0.7%	274	0.7%
EVERETT HCS OFFICE	738	2.0%	738	2.0%
HOLGATE HCS OFFICE	5,909	15.9%	5,909	15.9%
MT VERNON HCS OFFICE	130	0.4%	130	0.4%
SMOKEY POINT HCS	118	0.3%	118	0.3%
Region Total	8,009	21.6%	8,009	21.6%

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

Home and Community Service Offices (HCS) – Region 3	<u>HCS of ISSUANCE</u>			
	Cases	% of State Total	Clients	% of State Total
ABERDEEN HCS OFFICE	78	0.2%	78	0.2%
BREMERTON HCS OFFICE	228	0.6%	228	0.6%
CHEHALIS HCS OFFICE	87	0.2%	87	0.2%
KELSO HCS	139	0.4%	139	0.4%
OLYMPIA HCS OFFICE	346	0.9%	346	0.9%
PACIFIC COUNTY HCS	57	0.2%	57	0.2%
PORT ANGELES HCS	106	0.3%	106	0.3%
TACOMA HCS OFFICE	1,724	4.6%	1,724	4.6%
VANCOUVER HCS	1,229	3.3%	1,229	3.3%
Region Total	3,994	10.8%	3,994	10.8%

SSP Caseload by County of Residence, June 2015 Snapshot

County	Cases	% of Total	Clients	% of Total	County	Cases	% of Total	Clients	% of Total
Adams	72	0.2%	72	0.2%	Lewis	351	0.9%	351	0.9%
Asotin	101	0.3%	101	0.3%	Lincoln	45	0.1%	45	0.1%
Benton	636	1.7%	636	1.7%	Mason	226	0.6%	226	0.6%
Chelan	295	0.8%	295	0.8%	Okanogan	253	0.7%	253	0.7%
Clallam	303	0.8%	303	0.8%	Pacific	144	0.4%	144	0.4%
Clark	2,301	6.2%	2,301	6.2%	Pend Oreille	85	0.2%	85	0.2%
Columbia	18	0.0%	18	0.0%	Pierce	4,179	11.3%	4,179	11.3%
Cowlitz	511	1.4%	511	1.4%	San Juan	32	0.1%	32	0.1%
Douglas	112	0.3%	112	0.3%	Skagit	490	1.3%	490	1.3%
Ferry	52	0.1%	52	0.1%	Skamania	26	0.1%	26	0.1%
Franklin	377	1.0%	377	1.0%	Snohomish	3,444	9.3%	3,444	9.3%
Garfield	5	0.0%	5	0.0%	Spokane	2,465	6.6%	2,465	6.6%
Grant	388	1.0%	388	1.0%	Stevens	246	0.7%	246	0.7%
Grays Harbor	419	1.1%	419	1.1%	Thurston	954	2.6%	954	2.6%
Island	172	0.5%	172	0.5%	Wahkiakum	14	0.0%	14	0.0%
Jefferson	114	0.3%	114	0.3%	Walla Walla	299	0.8%	299	0.8%
King	14,380	38.7%	14,380	38.7%	Whatcom	947	2.6%	947	2.6%
Kitsap	770	2.1%	770	2.1%	Whitman	70	0.2%	70	0.2%
Kittitas	96	0.3%	96	0.3%	Yakima	1,545	4.2%	1,545	4.2%
Klickitat	91	0.2%	91	0.2%	Not Reported/ Unidentifiable	103	0.3%	103	0.3%

	Cases	% of Total	Clients	% of Total
State Total	37,131	100.0%	37,131	100.0%

SSP Client Demographics, June 2015 Snapshot

Characteristic	All Clients	
	Number	% of Total Clients
Total Clients	37,131	100.0%

Gender		
Female	23,966	64.5%
Male	13,165	35.5%
Not Reported/ Unidentifiable	0	0.0%

Race/Ethnicity		
Hispanic Origin	3,043	8.2%
Not Hispanic or Latino	34,088	91.8%
White	16,750	45.1%
Black/African American	1,878	5.1%
Asian/Pacific Islander	9,994	26.9%
American Indian/Alaska Native	627	1.7%
Two or More Races	100	0.3%
Not Reported/Unidentifiable	4,739	12.8%

Marital Status		
Separated	2,967	8.0%
Married	11,879	32.0%
Never Married	7,283	19.6%
Divorced	6,589	17.7%
Widowed	7,387	19.9%
Not Reported/Unidentifiable	1,026	2.8%

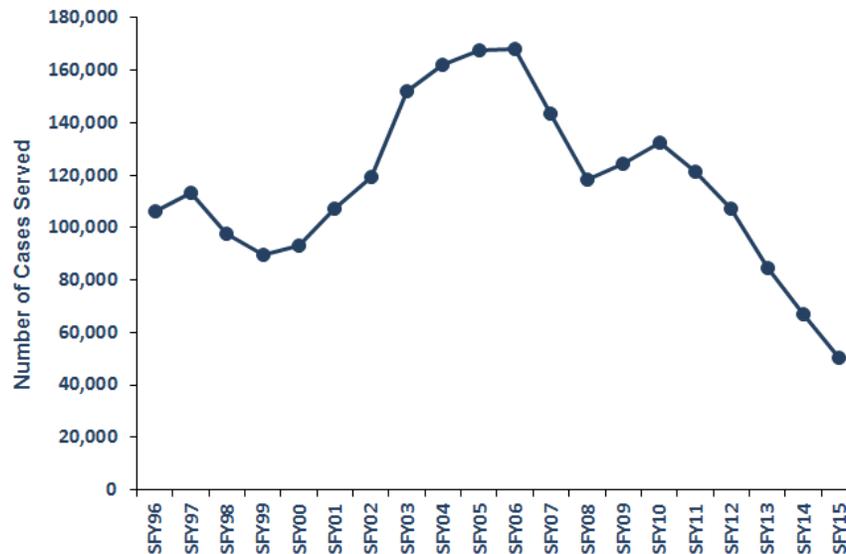
Citizenship Status		
U.S. Citizen	30,301	81.6%
Resident Alien	6,743	18.2%
U.S. National²⁶	83	0.2%
Not Reported/Unidentifiable	4	0.0%

²⁶ 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).

SSP Client Demographics, June 2015 Snapshot (continued)

Characteristic	All Clients	
	Number	% of Total Clients
Homeless Status		
Homeless	464	1.2%
Education Status		
Less than a High School Diploma	11,105	29.9%
High School Graduate or GED	18,108	48.8%
Some College or College Degree	3,491	9.4%
Not Reported/Unidentifiable	4,427	11.9%
Age		
Under 1 Years Old	4	0.0%
1 – 5 Years Old	21	0.1%
6 – 10 Years Old	20	0.1%
11 – 15 Years Old	32	0.1%
16 – 17 Years Old	10	0.0%
18 – 24 Years Old	166	0.4%
25 – 34 Years Old	483	1.3%
35 – 44 Years Old	662	1.8%
45 – 54 Years Old	902	2.4%
55 – 64 Years Old	1,155	3.1%
65+ Years Old	33,676	90.7%
Average Age of Clients	72.3 Years Old	

Washington Telephone Assistance Program (WTAP) Caseload²⁷, SFY 1996 to SFY 2015²⁸



SFY	Cases Served
1996	106,145
1997	113,450
1998	97,888
1999	89,384
2000	93,078
2001	107,159
2002	119,238
2003	151,972
2004	161,884
2005	167,884
2006	168,164
2007	143,419
2008	118,486
2009	124,146
2010	132,450
2011	121,295
2012	107,455
2013	84,599
2014	67,047
2015	50,287

²⁷ The WTAP data was provided by the Information System Services Division (ISSD).

²⁸ The number of cases participating in WTAP continued to decline in SFY 2015, likely due to an increasing number of individuals turning to cell phones for primary phone service.

WTAP Caseload by County of Residence, SFY 2015

	Number of Cases Eligible for WTAP	Number of Cases Participating	% of State Total Cases Participating	% of Eligible Cases Participating
State Total	1,268,262	50,287	100.0%	4.0%
Adams	454	6	0.0%	1.3%
Asotin	1,144	6	0.0%	0.5%
Benton	5,464	254	0.5%	4.6%
Chelan	43,098	1,324	2.6%	3.1%
Clallam	19,498	747	1.5%	3.8%
Clark	15,651	784	1.6%	5.0%
Columbia	80,466	2,975	5.9%	3.7%
Cowlitz	201	1	0.0%	0.5%
Douglas	25,205	1,126	2.2%	4.5%
Ferry	1,815	10	0.0%	0.6%
Franklin	2,651	287	0.6%	10.8%
Garfield	4,424	24	0.0%	0.5%
Grant	114	1	0.0%	0.9%
Grays Harbor	21,495	885	1.8%	4.1%
Island	18,680	768	1.5%	4.1%
Jefferson	9,299	500	1.0%	5.4%
King	6,279	344	0.7%	5.5%
Kitsap	319,030	13,257	26.4%	4.2%
Kittitas	40,910	1,375	2.7%	3.4%
Klickitat	7,263	408	0.8%	5.6%
Lewis	4,758	236	0.5%	5.0%
Lincoln	18,715	1,005	2.0%	5.4%
Mason	413	7	0.0%	1.7%
Okanogan	12,608	550	1.1%	4.4%
Pacific	11,523	726	1.4%	6.3%
Pend Oreille	5,325	406	0.8%	7.6%
Pierce	3,099	295	0.6%	9.5%
San Juan	156,481	4,847	9.6%	3.1%
Skagit	696	8	0.0%	1.1%
Skamania	26,952	1,076	2.1%	4.0%
Snohomish	1,633	97	0.2%	5.9%
Spokane	112,866	3,832	7.6%	3.4%
Stevens	109,176	4,753	9.5%	4.4%
Thurston	8,452	869	1.7%	10.3%
Wahkiakum	50,681	2,077	4.1%	4.1%
Walla Walla	190	8	0.0%	4.2%
Whatcom	11,489	499	1.0%	4.3%
Whitman	39,432	1,677	3.3%	4.3%
Yakima	5,850	241	0.5%	4.1%
Not Reported	64,782	1,996	4.0%	3.1%