

Housing and
Essential
Needs
(HEN)
Referral

SFY

2017

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 HEN Referral program was implemented in January 2014.

Highlights

In SFY 2017, the HEN Referral program served a monthly average of 6,759 clients, a 17.4% decrease from the monthly average of 8,181 clients in SFY 2016. The June 2017 snapshot data shows the majority of HEN Referral recipients are male (58.6%), non-Hispanic white (68.9%), and never married (56.0%). The average age of HEN Referral recipients was 41.3 years.

TECHNICAL NOTES

DATA SOURCES: Data for this chapter is based on the September 2017 ESA ACES database.

DATA NOTES:

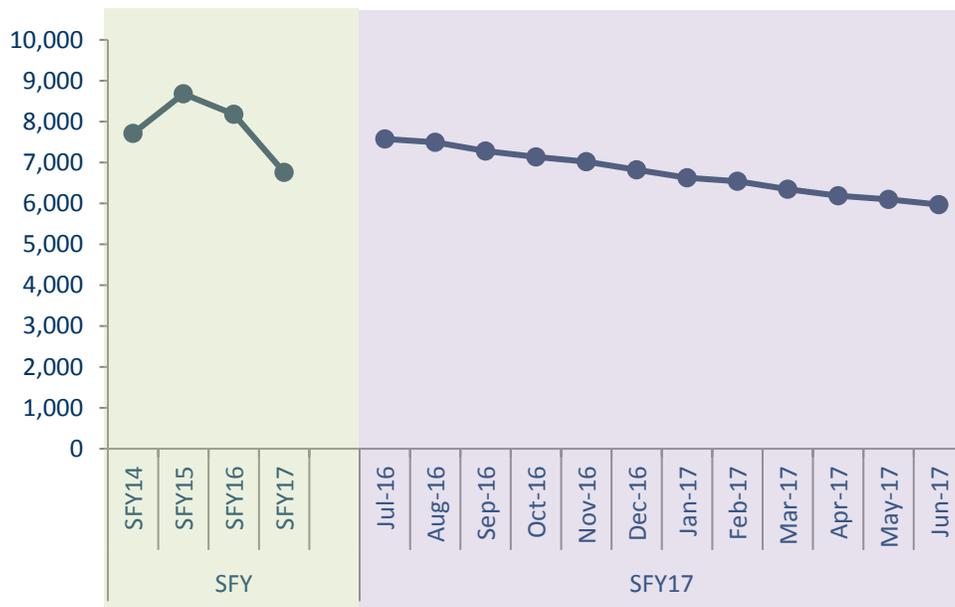
1) Percentages may not add up to presented totals due to rounding.

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 2016 and SFY 2017

| | SFY 2016 (July 2015-June 2016) | SFY 2017 (July 2016-June 2017) | Change | |
|---|-----------------------------------|-----------------------------------|----------------------|---|
| Average Number of Persons per Month (Range) | 8,181 (7,698 - 8,718) | 6,759 (5,971 - 7,575) | -17.4% (Decrease) | ↓ |
| State Population | 7,183,700 | 7,310,300 | 1.8% (Increase) | ↑ |
| Recipients as a Percent of State's Total Population | 0.1% | 0.1% | No Change | = |
| State Population Age 18 and Over | 5,557,921 | 5,660,730 | 1.8% (Increase) | ↑ |
| Recipients as a Percent of State's Population 18 and Over | 0.1% | 0.1% | No Change | = |

HEN Referral Clients by Month, 2017



| SFY | Mo. Avg. Persons |
|-------------------|------------------|
| 2014 ² | 7,712 |
| 2015 | 8,681 |
| 2016 | 8,181 |
| 2017 | 6,759 |

| SFY 2017 | Persons |
|-----------|---------|
| July | 7,575 |
| August | 7,493 |
| September | 7,281 |
| October | 7,138 |
| November | 7,021 |
| December | 6,822 |
| January | 6,626 |
| February | 6,540 |
| March | 6,347 |
| April | 6,189 |
| May | 6,099 |
| June | 5,971 |
| Mo. Avg. | 6,759 |

² During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014. SFY 2014 data is, therefore, based on 6 months.

HEN Referral Adult Clients Exiting to Other Programs, SFY 2017

| SFY 2017 | Total HEN Referral Adults ³ | During Subsequent Month Being Reported | | | | | | | | | |
|------------------|--|--|--------------|----------------------|-------------|----------------------|-------------|-----------------------------|-------------|-----------------------------|-------------|
| | | Adults Remaining on HEN Referral | | Adults Moving to ABD | | Adults Moving to SSI | | Adults Moving to Other Cash | | Adults Exiting HEN Referral | |
| | | # of Clients | Percent | # of Clients | Percent | # of Clients | Percent | # of Clients | Percent | # of Clients | Percent |
| July | 7,575 | 6,817 | 90.0% | 153 | 2.0% | 31 | 0.4% | 0 | 0.0% | 575 | 7.6% |
| August | 7,493 | 6,565 | 87.6% | 149 | 2.0% | 54 | 0.7% | 0 | 0.0% | 725 | 9.7% |
| September | 7,281 | 6,440 | 88.4% | 139 | 1.9% | 50 | 0.7% | 0 | 0.0% | 652 | 9.0% |
| October | 7,138 | 6,331 | 88.7% | 149 | 2.1% | 47 | 0.7% | 0 | 0.0% | 615 | 8.6% |
| November | 7,021 | 6,137 | 87.4% | 148 | 2.1% | 34 | 0.5% | 0 | 0.0% | 706 | 10.1% |
| December | 6,822 | 6,017 | 88.2% | 137 | 2.0% | 38 | 0.6% | 0 | 0.0% | 632 | 9.3% |
| January | 6,626 | 5,876 | 88.7% | 154 | 2.3% | 35 | 0.5% | 0 | 0.0% | 564 | 8.5% |
| February | 6,540 | 5,633 | 86.1% | 164 | 2.5% | 43 | 0.7% | 0 | 0.0% | 701 | 10.7% |
| March | 6,347 | 5,563 | 87.6% | 153 | 2.4% | 36 | 0.6% | 0 | 0.0% | 597 | 9.4% |
| April | 6,189 | 5,375 | 86.8% | 182 | 2.9% | 35 | 0.6% | 0 | 0.0% | 598 | 9.7% |
| May | 6,099 | 5,321 | 87.2% | 165 | 2.7% | 36 | 0.6% | 0 | 0.0% | 577 | 9.5% |
| June | 5,971 | 5,257 | 88.0% | 128 | 2.1% | 29 | 0.5% | 0 | 0.0% | 558 | 9.3% |
| Mo. Avg. | 6,759 | 5,944 | 88.0% | 152 | 2.2% | 39 | 0.6% | 0 | 0.0% | 625 | 9.2% |

³ 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.

Clients by DSHS Region and CSO of Issuance and Residence, June 2017 Snapshot

The following pages detail HEN Referral clients, June 2017 snapshot, by both the CSO of Issuance and CSO of Residence.

- CSO of Issuance: 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: Based on where the clients live within a CSO coverage area.

| Overview | CSO of Issuance | | CSO of Residence | |
|-------------------------------|-----------------|------------------|------------------|------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| Region 1 CSOs | 1,336 | 22.4% | 1,336 | 22.4% |
| Region 2 CSOs | 2,359 | 39.5% | 2,348 | 39.3% |
| Region 3 CSOs | 2,272 | 38.1% | 2,283 | 38.2% |
| CSCCs & PGST | 3 | 0.1% | N/A | |
| HCS | 1 | <0.1% | N/A | |
| Not Reported / Unidentifiable | 0 | 0.0% | 4 | 0.1% |
| State Total | 5,971 | 100.0% | 5,971 | 100.0% |

Clients by DSHS Region and CSO of Issuance and Residence, June 2017 Snapshot (continued)

| Region 1 CSO | CSO of Issuance | | CSO of Residence | |
|-----------------------|-----------------|------------------|------------------|------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| CLARKSTON | 28 | 0.5% | 27 | 0.5% |
| COLFAX | 2 | <0.1% | 3 | 0.1% |
| COLVILLE | 25 | 0.4% | 27 | 0.5% |
| ELLENSBURG | 21 | 0.4% | 20 | 0.3% |
| GOLDENDALE | 16 | 0.3% | 16 | 0.3% |
| KENNEWICK | 143 | 2.4% | 142 | 2.4% |
| MOSES LAKE | 100 | 1.7% | 102 | 1.7% |
| NEWPORT | 14 | 0.2% | 15 | 0.3% |
| OKANOGAN | 37 | 0.6% | 34 | 0.6% |
| REPUBLIC | 11 | 0.2% | 8 | 0.1% |
| SPOKANE MAPLE | 311 | 5.2% | 322 | 5.4% |
| SPOKANE TRENT | 273 | 4.6% | 263 | 4.4% |
| SUNNYSIDE | 16 | 0.3% | 14 | 0.2% |
| TOPPENISH | 25 | 0.4% | 27 | 0.5% |
| WALLA WALLA | 21 | 0.4% | 22 | 0.4% |
| WENATCHEE | 82 | 1.4% | 84 | 1.4% |
| WHITE SALMON | 7 | 0.1% | 7 | 0.1% |
| YAKIMA | 204 | 3.4% | 203 | 3.4% |
| Region 1 Total | 1,336 | 22.4% | 1,336 | 22.4% |

Clients by DSHS Region and CSO of Issuance and Residence, June 2017 Snapshot (continued)

| Region 2 CSO | CSO of Issuance | | CSO of Residence | |
|-----------------------|-----------------|------------------|------------------|------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| ALDERWOOD | 99 | 1.7% | 98 | 1.6% |
| AUBURN | 129 | 2.2% | 133 | 2.2% |
| BELLINGHAM | 189 | 3.2% | 186 | 3.1% |
| BELLTOWN | 215 | 3.6% | 220 | 3.7% |
| CAPITOL HILL | 173 | 2.9% | 171 | 2.9% |
| EVERETT | 269 | 4.5% | 260 | 4.4% |
| FEDERAL WAY | 88 | 1.5% | 87 | 1.5% |
| KING EASTSIDE | 144 | 2.4% | 142 | 2.4% |
| KING NORTH | 168 | 2.8% | 175 | 2.9% |
| KING SOUTH | 196 | 3.3% | 190 | 3.2% |
| MT VERNON | 70 | 1.2% | 71 | 1.2% |
| OAK HARBOR | 19 | 0.3% | 19 | 0.3% |
| RAINIER | 126 | 2.1% | 127 | 2.1% |
| RENTON | 85 | 1.4% | 86 | 1.4% |
| SKY VALLEY | 38 | 0.6% | 36 | 0.6% |
| SMOKEY POINT | 131 | 2.2% | 133 | 2.2% |
| WHITE CENTER | 220 | 3.7% | 214 | 3.6% |
| Region 2 Total | 2,359 | 39.5% | 2,348 | 39.3% |

Clients by DSHS Region and CSO of Issuance and Residence, June 2017 Snapshot (continued)

| Region 3 CSO | CSO of Issuance | | CSO of Residence | |
|-----------------------|-----------------|------------------|------------------|------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| ABERDEEN | 165 | 2.8% | 166 | 2.8% |
| BREMERTON | 173 | 2.9% | 175 | 2.9% |
| CHEHALIS | 152 | 2.5% | 151 | 2.5% |
| COLUMBIA RIVER | 370 | 6.2% | 369 | 6.2% |
| FORKS | 9 | 0.2% | 8 | 0.1% |
| KELSO | 256 | 4.3% | 257 | 4.3% |
| LAKEWOOD | 158 | 2.6% | 158 | 2.6% |
| LONG BEACH | 35 | 0.6% | 35 | 0.6% |
| OLYMPIA | 249 | 4.2% | 258 | 4.3% |
| PIERCE NORTH | 174 | 2.9% | 183 | 3.1% |
| PIERCE SOUTH | 143 | 2.4% | 135 | 2.3% |
| PORT ANGELES | 101 | 1.7% | 104 | 1.7% |
| PORT TOWNSEND | 14 | 0.2% | 14 | 0.2% |
| PUYALLUP VALLEY | 129 | 2.2% | 128 | 2.1% |
| SHELTON | 118 | 2.0% | 118 | 2.0% |
| SOUTH BEND | 13 | 0.2% | 12 | 0.2% |
| STEVENSON | 13 | 0.2% | 12 | 0.2% |
| Region 3 Total | 2,272 | 38.1% | 2,283 | 38.2% |

Clients by DSHS Region and CSO of Issuance and Residence, June 2017 Snapshot (continued)

| Customer Service Contact Centers (CSCC) | CSO of Issuance | |
|---|-----------------|------------------|
| | # of Clients | % of State Total |
| CUSTOMER SVC CENTRAL | 0 | 0.0% |
| CUSTOMER SVC NE | 0 | 0.0% |
| CUSTOMER SVC NW | 1 | <0.1% |
| CUSTOMER SVC SW | 0 | 0.0% |
| CUSTOMER SVC SO SOUND | 2 | <0.1% |
| CUSTOMER SERV LTC | 0 | 0.0% |
| CUSTOMER SVC WASHCAP | 0 | 0.0% |
| CSCC Total | 3 | 0.1% |

Clients by Home and Community Services Offices (HCS), June 2017 Snapshot

| Home and Community Service Offices (HCS) – Region 1 | HCS of Issuance | |
|---|-----------------|------------------|
| | # of Clients | % of State Total |
| CLARKSTON HCS OFFICE | 0 | 0.0% |
| COLVILLE HCS OFFICE | 0 | 0.0% |
| ELLENSBURG HCS OFFICE | 0 | 0.0% |
| MOSES LK HCS OFFICE | 0 | 0.0% |
| OKANOGAN HCS OFFICE | 0 | 0.0% |
| SPOKANE HCS OFFICE | 0 | 0.0% |
| SUNNYSIDE HCS OFFICE | 0 | 0.0% |
| TRI-CITIES HCS OFC | 0 | 0.0% |
| WALLA WALLA HCS OFC | 0 | 0.0% |
| WAPATO HCS | 0 | 0.0% |
| WENATCHEE HCS OFFICE | 0 | 0.0% |
| YAKIMA HCS OFFICE | 0 | 0.0% |
| Region 1 Total | 0 | 0.0% |

| Home and Community Service Offices (HCS) – Region 2 | HCS of Issuance | |
|---|-----------------|------------------|
| | # of Clients | % of State Total |
| ALDERWOOD HCS OFFICE | 0 | 0.0% |
| BELLINGHAM HCS OFC | 0 | 0.0% |
| EVERETT HCS OFFICE | 0 | 0.0% |
| HOLGATE HCS OFFICE | 0 | 0.0% |
| MT VERNON HCS OFFICE | 0 | 0.0% |
| OAK HARBOR HCS | 0 | 0.0% |
| SKYKOMISH HCS OFFICE | 0 | 0.0% |
| SMOKEY POINT HCS | 0 | 0.0% |
| Region 2 Total | 0 | 0.0% |

Clients by Home and Community Services Offices (HCS), June 2017 Snapshot (continued)

| Home and Community Service Offices (HCS) – Region 3 | HCS of Issuance | |
|--|-----------------|------------------|
| | # of Clients | % of State Total |
| ABERDEEN HCS OFFICE | 0 | 0.0% |
| BREMERTON HCS OFFICE | 0 | 0.0% |
| CHEHALIS HCS OFFICE | 0 | 0.0% |
| KELSO HCS | 0 | 0.0% |
| OLYMPIA HCS OFFICE | 1 | <0.1% |
| PACIFIC COUNTY HCS | 0 | 0.0% |
| PORT ANGELES HCS | 0 | 0.0% |
| TACOMA HCS OFFICE | 0 | 0.0% |
| VANCOUVER HCS | 0 | 0.0% |
| LTC SPECIALTY UNIT | 0 | 0.0% |
| Region 3 Total | 1 | <0.1% |

Clients by County of Residence, June 2017 Snapshot

| County | # of Clients | % of Total | County | # of Clients | % of Total |
|--------------|--------------|------------|---------------------------------|--------------|------------|
| Adams | 8 | 0.1% | Lewis | 147 | 2.5% |
| Asotin | 23 | 0.4% | Lincoln | 11 | 0.2% |
| Benton | 95 | 1.6% | Mason | 117 | 2.0% |
| Chelan | 60 | 1.0% | Okanogan | 33 | 0.6% |
| Clallam | 111 | 1.9% | Pacific | 47 | 0.8% |
| Clark | 360 | 6.0% | Pend Oreille | 15 | 0.3% |
| Columbia | 4 | 0.1% | Pierce | 594 | 9.9% |
| Cowlitz | 241 | 4.0% | San Juan | 1 | <0.1% |
| Douglas | 24 | 0.4% | Skagit | 67 | 1.1% |
| Ferry | 8 | 0.1% | Skamania | 11 | 0.2% |
| Franklin | 43 | 0.7% | Snohomish | 513 | 8.6% |
| Garfield | 4 | 0.1% | Spokane | 555 | 9.3% |
| Grant | 92 | 1.5% | Stevens | 26 | 0.4% |
| Grays Harbor | 160 | 2.7% | Thurston | 257 | 4.3% |
| Island | 18 | 0.3% | Wahkiakum | 5 | 0.1% |
| Jefferson | 15 | 0.3% | Walla Walla | 17 | 0.3% |
| King | 1,493 | 25.0% | Whatcom | 184 | 3.1% |
| Kitsap | 168 | 2.8% | Whitman | 3 | 0.1% |
| Kittitas | 20 | 0.3% | Yakima | 239 | 4.0% |
| Klickitat | 23 | 0.4% | Not Reported/ Unidentifiable | 159 | 2.7% |

| | Clients | % of Total |
|-------------|---------|------------|
| State Total | 5,971 | 100.0% |

HEN Referral Client Demographics, June 2017 Snapshot

| <u>All Clients</u> | | |
|----------------------|--------------|--------------------|
| Characteristic | # of Clients | % of Total Clients |
| Total Clients | 5,971 | 100.0% |

| <u>All Clients</u> | | |
|--------------------|--------------|--------------------|
| Gender | # of Clients | % of Total Clients |
| Female | 2,470 | 41.4% |
| Male | 3,501 | 58.6% |
| Unknown | 0 | 0.0% |

| <u>All Clients</u> | | |
|---|--------------|--------------------|
| Ethnicity and Race | # of Clients | % of Total Clients |
| Hispanic or Latino | 572 | 9.6% |
| Not Hispanic or Latino⁴ | 5,399 | 90.4% |
| White | 4,115 | 68.9% |
| Black/African American | 615 | 10.3% |
| Asian/Pacific Islander | 162 | 2.7% |
| American Indian/Alaska Native | 201 | 3.4% |
| Two or More Races | 53 | 0.9% |
| Race Not Reported | 253 | 4.2% |

| <u>All Clients</u> | | |
|------------------------------------|--------------|--------------------|
| Marital Status | # of Clients | % of Total Clients |
| Separated | 578 | 9.7% |
| Married | 251 | 4.2% |
| Never Married | 3,342 | 56.0% |
| Divorced | 1,603 | 26.8% |
| Widowed | 129 | 2.2% |
| Not Reported/Unidentifiable | 68 | 1.1% |

| <u>All Clients</u> | | |
|----------------------------------|--------------|--------------------|
| Citizenship Status | # of Clients | % of Total Clients |
| U.S. Citizen | 5,764 | 96.5% |
| Resident Alien | 201 | 3.4% |
| U.S. National⁵ | 6 | 0.1% |

⁴ Includes clients not reporting whether or not they are of Hispanic or Latino origin.

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).

HEN Referral Client Demographics, June 2017 Snapshot (continued)

| Characteristic | All Clients | |
|----------------|--------------|--------------------|
| | # of Clients | % of Total Clients |

| Homeless Status | | |
|-----------------------|-------------|-------|
| | All Clients | |
| Homeless ⁶ | 2,407 | 40.3% |

| Disability | | |
|------------|-------------|-------|
| | All Clients | |
| Mental | 4,060 | 68.0% |
| Physical | 1,911 | 32.0% |

| Education Status | | |
|---------------------------------|-------------|-------|
| | All Clients | |
| Less than a High School Diploma | 1,142 | 19.1% |
| High School Graduate or GED | 3,237 | 54.2% |
| Some College or College Degree | 1,531 | 25.6% |
| Not Reported/Unidentifiable | 61 | 1.0% |

| Age | | |
|------------------------|-------------|-------|
| | All Clients | |
| Under 18 Years Old | 1 | <0.1% |
| 18 - 24 Years Old | 476 | 8.0% |
| 25 - 34 Years Old | 1,355 | 22.7% |
| 35 - 44 Years Old | 1,510 | 25.3% |
| 45 - 54 Years Old | 1,873 | 31.4% |
| 55 - 64 Years Old | 756 | 12.7% |
| 65+ Years Old | 0 | 0.0% |
| Average Age of Clients | | |
| | 41.3 Years | |

⁶ Homeless is defined as: homeless without housing, homeless with housing (staying temporarily with family or friends), emergency shelter, or battered spouse shelter.