

Housing and
Essential
Needs
(HEN)
Referral

SFY

2019

Provides a referral to the Housing and Essential Needs (HEN) program to low-income adults who are unable to work due to physical incapacity, mental incapacity, or substance use disorder.

ESA Briefing
Book

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Housing and Essential Needs (HEN) Referral Program Overview

The Housing and Essential Needs (HEN) Referral program¹ provides potential access to essential needs items (e.g., hygiene and cleaning supplies) and housing assistance to low-income adults who are unable to maintain gainful employment for at least 90 days due to a physical incapacity, mental incapacity, or substance use disorder². The Department of Commerce administers the HEN program and determines eligibility for housing assistance and essential needs items through its network of local providers.

Additional information for this program, including the eligibility criteria, funding sources, and services/benefits provided, is available [here](#).

Highlights

In SFY 2019, the HEN Referral program served a monthly average of 5,083 clients, a 14.3% decrease from SFY 2018 (5,930 clients). The June 2019 snapshot data shows the majority of HEN Referral recipients are male (59.4%), non-Hispanic white (67.7%), and never married (56.3%). The average age of HEN Referral recipients was 41.2 years.

Technical Notes

DATA SOURCES: Data for this chapter was based on the ESA ACES database as of August 2019.

DATA NOTES:

- 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.

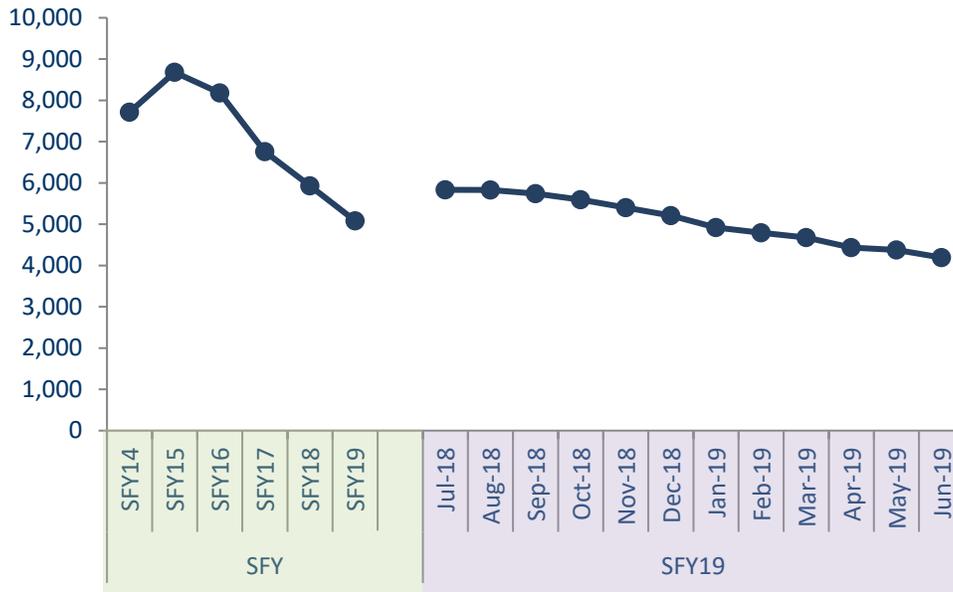
² [Engrossed Substitute House Bill 2667](#) expanded eligibility for the Housing and Essential Needs (HEN) program to include individuals who are primarily incapacitated due to a substance use disorder effective March 13, 2018 and Aged, Blind, or Disabled recipients who meet other eligibility requirements.

Selected HEN Referral Program Overview, SFY 2018 and SFY 2019

| | SFY 2018 (July 2017-June 2018) | SFY 2019 (July 2018-June 2019) | Change | |
|---|-----------------------------------|-----------------------------------|----------------------|---|
| Average Number of Persons per Month (Range) | 5,930 (5,868 – 6,038) | 5,083 (4,192 - 5,833) | -14.3% (Decrease) | ↓ |
| State Population ³ | 7,427,600 | 7,546,400 | 1.6% (Increase) | ↑ |
| Recipients as a Percent of State's Total Population | <0.1% | <0.1% | No Change | = |
| State Population Age 18 and Over ³ | 5,760,666 | 5,863,772 | 1.8% (Increase) | ↑ |
| Average Monthly Recipients as a Percent of State's Population 18 and Over | 0.1% | 0.1% | No Change | = |

³ Source: Office of Financial Management (OFM) population estimates

HEN Referral Clients, SFY 2014 - 2019



| SFY | Mo. Avg. Clients | SFY | Mo. Avg. Clients |
|-------------------|------------------|------|------------------|
| 2010 | N/A | 2015 | 8,681 |
| 2011 | N/A | 2016 | 8,181 |
| 2012 | N/A | 2017 | 6,759 |
| 2013 | N/A | 2018 | 5,930 |
| 2014 ⁴ | 7,712 | 2019 | 5,083 |

| SFY 2019 | Clients |
|-----------------|--------------|
| July | 5,833 |
| August | 5,829 |
| September | 5,739 |
| October | 5,594 |
| November | 5,403 |
| December | 5,210 |
| January | 4,920 |
| February | 4,791 |
| March | 4,678 |
| April | 4,436 |
| May | 4,376 |
| June | 4,192 |
| Mo. Avg. | 5,083 |

⁴ 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 2019

| SFY 2019 | Total HEN Referral Adult Clients ⁵ | During Subsequent Month Being Reported | | | | | | | | | |
|------------------|---|--|--------------|----------------------|-------------|----------------------|-------------|-------------------------------------|-------------|--|--------------|
| | | Adults Remaining on HEN Referral | | Adults Moving to ABD | | Adults Moving to SSI | | Adults Moving to Other Cash Program | | Adults Exiting HEN Referral ⁶ | |
| | | # of Clients | Percent | # of Clients | Percent | # of Clients | Percent | # of Clients | Percent | # of Clients | Percent |
| July | 5,833 | 5,064 | 86.8% | 182 | 3.1% | 33 | 0.6% | 0 | 0.0% | 557 | 9.5% |
| August | 5,829 | 5,115 | 87.8% | 141 | 2.4% | 22 | 0.4% | 0 | 0.0% | 553 | 9.5% |
| September | 5,739 | 4,934 | 86.0% | 178 | 3.1% | 18 | 0.3% | 0 | 0.0% | 611 | 10.6% |
| October | 5,594 | 4,843 | 86.6% | 164 | 2.9% | 25 | 0.4% | 0 | 0.0% | 564 | 10.1% |
| November | 5,403 | 4,671 | 86.5% | 155 | 2.9% | 21 | 0.4% | 0 | 0.0% | 559 | 10.3% |
| December | 5,210 | 4,377 | 84.0% | 164 | 3.1% | 19 | 0.4% | 0 | 0.0% | 652 | 12.5% |
| January | 4,920 | 4,283 | 87.1% | 144 | 2.9% | 18 | 0.4% | 0 | 0.0% | 476 | 9.7% |
| February | 4,791 | 4,119 | 86.0% | 101 | 2.1% | 20 | 0.4% | 0 | 0.0% | 552 | 11.5% |
| March | 4,678 | 3,868 | 82.7% | 126 | 2.7% | 22 | 0.5% | 0 | 0.0% | 662 | 14.2% |
| April | 4,436 | 3,742 | 84.4% | 129 | 2.9% | 29 | 0.7% | 0 | 0.0% | 538 | 12.1% |
| May | 4,376 | 3,716 | 84.9% | 100 | 2.3% | 21 | 0.5% | 0 | 0.0% | 542 | 12.4% |
| June | 4,192 | 3,564 | 85.0% | 108 | 2.6% | 19 | 0.5% | 0 | 0.0% | 501 | 12.0% |
| Mo. Avg. | 5,083 | 4,358 | 85.7% | 141 | 2.8% | 22.25 | 0.4% | 0 | 0.0% | 564 | 11.1% |

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.

⁶ These are adults who were not enrolled in ABD, SSI, or other cash programs in the following month.

Clients by DSHS Region and CSO of Issuance and Residence, June 2019 Snapshot

The following pages detail HEN Referral clients, June 2019 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 (AL TSA).
- CSO of Residence: Based on the CSO coverage area in which a client lives.

| Overview | Office of Issuance | | Office of Residence | |
|-------------------------------|--------------------|------------------|---------------------|------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| Region 1 CSOs | 1,167 | 27.8% | 1,181 | 28.2% |
| Region 2 CSOs | 1,431 | 34.1% | 1,430 | 34.1% |
| Region 3 CSOs | 1,586 | 37.8% | 1,581 | 37.7% |
| CSCCs & PGST | 5 | 0.1% | N/A | |
| HCS | 3 | 0.1% | N/A | |
| Not Reported / Unidentifiable | 0 | 0.0% | 0 | 0.0% |
| State Total | 4,192 | 100.0% | 4,192 | 100.0% |

Clients by DSHS Region and CSO of Issuance and Residence, June 2019 Snapshot (continued)

| Region 1 CSO | CSO of Issuance | | CSO of Residence | |
|-----------------------|-----------------|------------------|------------------|------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| CLARKSTON | 17 | 0.4% | 16 | 0.4% |
| COLFAX | 3 | 0.1% | 4 | 0.1% |
| COLVILLE | 32 | 0.8% | 32 | 0.8% |
| ELLENSBURG | 21 | 0.5% | 21 | 0.5% |
| GOLDENDALE | 10 | 0.2% | 10 | 0.2% |
| KENNEWICK | 104 | 2.5% | 106 | 2.5% |
| MOSES LAKE | 73 | 1.7% | 73 | 1.7% |
| NEWPORT | 11 | 0.3% | 11 | 0.3% |
| OKANOGAN | 45 | 1.1% | 41 | 1.0% |
| REPUBLIC | 14 | 0.3% | 15 | 0.4% |
| SPOKANE MAPLE | 304 | 7.3% | 319 | 7.6% |
| SPOKANE TRENT | 227 | 5.4% | 222 | 5.3% |
| SUNNYSIDE | 24 | 0.6% | 21 | 0.5% |
| TOPPENISH | 23 | 0.5% | 23 | 0.5% |
| WALLA WALLA | 38 | 0.9% | 37 | 0.9% |
| WENATCHEE | 62 | 1.5% | 65 | 1.6% |
| WHITE SALMON | 4 | 0.1% | 3 | <0.1% |
| YAKIMA | 155 | 3.7% | 162 | 3.9% |
| Region 1 Total | 1,167 | 27.8% | 1,181 | 28.2% |

Clients by DSHS Region and CSO of Issuance and Residence, June 2019 Snapshot (continued)

| Region 2 CSO | CSO of Issuance | | CSO of Residence | |
|-----------------------|-----------------|------------------|------------------|------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| ALDERWOOD | 60 | 1.4% | 60 | 1.4% |
| AUBURN | 96 | 2.3% | 96 | 2.3% |
| BELLINGHAM | 110 | 2.6% | 108 | 2.6% |
| BELLTOWN | 156 | 3.7% | 157 | 3.7% |
| CAPITOL HILL | 81 | 1.9% | 82 | 2.0% |
| EVERETT | 140 | 3.3% | 143 | 3.4% |
| FEDERAL WAY | 52 | 1.2% | 50 | 1.2% |
| KING EASTSIDE | 73 | 1.7% | 76 | 1.8% |
| KING NORTH | 92 | 2.2% | 89 | 2.1% |
| KING SOUTH | 123 | 2.9% | 118 | 2.8% |
| MT VERNON | 59 | 1.4% | 60 | 1.4% |
| OAK HARBOR | 21 | 0.5% | 19 | 0.5% |
| RAINIER | 65 | 1.6% | 68 | 1.6% |
| RENTON | 62 | 1.5% | 67 | 1.6% |
| SKY VALLEY | 28 | 0.7% | 31 | 0.7% |
| SMOKEY POINT | 102 | 2.4% | 99 | 2.4% |
| WHITE CENTER | 111 | 2.6% | 107 | 2.6% |
| Region 2 Total | 1,431 | 34.1% | 1,430 | 34.1% |

Clients by DSHS Region and CSO of Issuance and Residence, June 2019 Snapshot (continued)

| Region 3 CSO | CSO of Issuance | | CSO of Residence | |
|-----------------------|-----------------|---------------------|------------------|---------------------|
| | # of Clients | % of State Total | # of Clients | % of State Total |
| ABERDEEN | 82 | 2.0% | 82 | 2.0% |
| BREMERTON | 87 | 2.1% | 87 | 2.1% |
| CHEHALIS | 92 | 2.2% | 92 | 2.2% |
| COLUMBIA RIVER | 235 | 5.6% | 241 | 5.7% |
| FORKS | 7 | 0.2% | 7 | 0.2% |
| KELSO | 173 | 4.1% | 171 | 4.1% |
| LAKEWOOD | 103 | 2.5% | 103 | 2.5% |
| LONG BEACH | 14 | 0.3% | 15 | 0.4% |
| OLYMPIA | 196 | 4.7% | 198 | 4.7% |
| PIERCE NORTH | 171 | 4.1% | 169 | 4.0% |
| PIERCE SOUTH | 177 | 4.2% | 174 | 4.2% |
| PORT ANGELES | 62 | 1.5% | 60 | 1.4% |
| PORT TOWNSEND | 9 | 0.2% | 10 | 0.2% |
| PUYALLUP VALLEY | 103 | 2.5% | 99 | 2.4% |
| SHELTON | 62 | 1.5% | 62 | 1.5% |
| SOUTH BEND | 5 | 0.1% | 3 | 0.1% |
| STEVENSON | 8 | 0.2% | 8 | 0.2% |
| Region 3 Total | 1,586 | 37.8% | 1,581 | 37.7% |

Clients by Customer Service Contact Centers (CSCC) and Other Locations, June 2019 Snapshot

| Customer Service Contact Centers (CSCC) | Office of ISSUANCE | |
|---|--------------------|------------------|
| | Clients | % of State Total |
| CSCC CNTRLSOUND | 0 | 0.0% |
| CSCC NORTHEAST | 0 | 0.0% |
| CSCC NORTHWEST | 1 | <0.1% |
| CSCC SOUTHWEST | 2 | <0.1% |
| CSCC SOUTHEAST | 1 | <0.1% |
| CSCC SOUTH SOUND | 1 | <0.1% |
| CSCC LTC | 0 | 0.0% |
| CSCC WASHCAP | 0 | 0.0% |
| CSCC Total | 5 | 0.1% |

| Other Locations | Office of Issuance | |
|------------------------------------|--------------------|------------------|
| | Clients | % of State Total |
| DDA LTC & Spec Programs | 0 | 0.0% |
| MEDICAL ELIG. DET SVC | 0 | 0.0% |
| Health Care Authority | 0 | 0.0% |
| PORT GAMBLE S'KLALLAM TRIBE (PGST) | 0 | 0.0% |
| Other Locations Total | 0 | 0.0% |

Clients by Home and Community Services Offices (HCS), June 2019 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% |
| MEDICAL LAKE HCS | 1 | <0.1% |
| MOSES LK HCS OFFICE | 0 | 0.0% |
| OKANOGAN HCS OFFICE | 0 | 0.0% |
| SPOKANE HCS OFFICE | 1 | <0.1% |
| 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 | 2 | <0.1% |

| Home and Community Service Offices (HCS) – Region 2 | HCS of Issuance | |
|---|-----------------|------------------|
| | # of Clients | % of State Total |
| ALDERWOOD HCS | 0 | 0.0% |
| BELLINGHAM HCS | 0 | 0.0% |
| EVERETT HCS | 0 | 0.0% |
| HOLGATE HCS | 1 | <0.1% |
| MOUNT VERNON HCS | 0 | 0.0% |
| OAK HARBOR HCS | 0 | 0.0% |
| SKYKOMISH HCS | 0 | 0.0% |
| SMOKEY POINT HCS | 0 | 0.0% |
| Region 2 Total | 1 | <0.1% |

Clients by Home and Community Services Offices (HCS), June 2019 Snapshot (continued)

| Home and Community Service Offices (HCS) – Region 3 | HCS of Issuance | |
|--|-----------------|------------------|
| | # of Clients | % of State Total |
| ABERDEEN HCS | 0 | 0.0% |
| BREMERTON HCS | 0 | 0.0% |
| CHEHALIS HCS | 0 | 0.0% |
| KELSO HCS | 0 | 0.0% |
| OLYMPIA HCS | 0 | 0.0% |
| PORT ANGELES HCS | 0 | 0.0% |
| STEILACOOM HCS | 0 | 0.0% |
| TACOMA HCS | 0 | 0.0% |
| VANCOUVER HCS | 0 | 0.0% |
| Region 3 Total | 0 | 0.0% |

Clients by County of Residence, June 2019 Snapshot

| County | # of Clients | % of Total | County | # of Clients | % of Total |
|--------------|--------------|------------|---------------------------------|--------------|------------|
| Adams | 4 | 0.1% | Lewis | 92 | 2.2% |
| Asotin | 16 | 0.4% | Lincoln | 3 | 0.1% |
| Benton | 75 | 1.8% | Mason | 63 | 1.5% |
| Chelan | 43 | 1.0% | Okanogan | 44 | 1.0% |
| Clallam | 66 | 1.6% | Pacific | 18 | 0.4% |
| Clark | 241 | 5.7% | Pend Oreille | 12 | 0.3% |
| Columbia | 5 | 0.1% | Pierce | 545 | 13.0% |
| Cowlitz | 169 | 4.0% | San Juan | 1 | <0.1% |
| Douglas | 22 | 0.5% | Skagit | 59 | 1.4% |
| Ferry | 15 | 0.4% | Skamania | 8 | 0.2% |
| Franklin | 31 | 0.7% | Snohomish | 333 | 7.9% |
| Garfield | 0 | 0.0% | Spokane | 537 | 12.8% |
| Grant | 67 | 1.6% | Stevens | 32 | 0.8% |
| Grays Harbor | 81 | 1.9% | Thurston | 198 | 4.7% |
| Island | 19 | 0.5% | Wahkiakum | 2 | <0.1% |
| Jefferson | 10 | 0.2% | Walla Walla | 32 | 0.8% |
| King | 910 | 21.7% | Whatcom | 108 | 2.6% |
| Kitsap | 87 | 2.1% | Whitman | 4 | 0.1% |
| Kittitas | 21 | 0.5% | Yakima | 206 | 4.9% |
| Klickitat | 13 | 0.3% | Not Reported/ Unidentifiable | 0 | 0.0% |

| | Clients | % of Total |
|--------------------|--------------|---------------|
| State Total | 4,192 | 100.0% |

HEN Referral Client Demographics, June 2019 Snapshot

| <u>All Clients</u> | | |
|----------------------|--------------|--------------------|
| Characteristic | # of Clients | % of Total Clients |
| Total Clients | 4,192 | 100.0% |

| <u>All Clients</u> | | |
|--------------------|--------------|--------------------|
| Gender | # of Clients | % of Total Clients |
| Female | 1,702 | 40.6% |
| Male | 2,490 | 59.4% |
| Unknown | 0 | 0.0% |

| <u>All Clients</u> | | |
|---|--------------|--------------------|
| Ethnicity and Race | # of Clients | % of Total Clients |
| Hispanic or Latino | 502 | 12.0% |
| Not Hispanic or Latino⁷ | 3,690 | 88.0% |
| White | 2,837 | 67.7% |
| Black/African American | 388 | 9.3% |
| Asian/Pacific Islander | 114 | 2.7% |
| American Indian/Alaska Native | 174 | 4.2% |
| Two or More Races | 89 | 2.1% |
| Race Not Reported | 88 | 2.1% |

| <u>All Clients</u> | | |
|------------------------------------|--------------|--------------------|
| Marital Status | # of Clients | % of Total Clients |
| Separated | 385 | 9.2% |
| Married | 160 | 3.8% |
| Never Married | 2,361 | 56.3% |
| Divorced | 1,180 | 28.1% |
| Widowed | 92 | 2.2% |
| Not Reported/Unidentifiable | 14 | 0.3% |

| <u>All Clients</u> | | |
|----------------------------------|--------------|--------------------|
| Citizenship Status | # of Clients | % of Total Clients |
| U.S. Citizen | 4,077 | 97.3% |
| Resident Alien | 109 | 2.6% |
| U.S. National⁸ | 6 | 0.1% |

⁷ Includes clients not reporting whether or not they are of Hispanic or Latino origin.

⁸ 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 2019 Snapshot (continued)

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

| Homeless Status | | |
|-----------------------|-------------|-------|
| | All Clients | |
| Homeless ⁹ | 2,110 | 50.3% |

| Disability | | |
|------------|-------------|-------|
| | All Clients | |
| Mental | 2,988 | 71.3% |
| Physical | 1,204 | 28.7% |

| Education Status | | |
|---------------------------------|-------------|-------|
| | All Clients | |
| Less than a High School Diploma | 827 | 19.7% |
| High School Graduate or GED | 2,181 | 52.0% |
| Some College or College Degree | 1,157 | 27.6% |
| Not Reported/Unidentifiable | 27 | 0.6% |

| Age | | |
|------------------------|-------------|-------|
| | All Clients | |
| Under 18 Years Old | N/A | N/A |
| 18 - 24 Years Old | 329 | 7.8% |
| 25 - 34 Years Old | 1,000 | 23.9% |
| 35 - 44 Years Old | 1,121 | 26.7% |
| 45 - 54 Years Old | 1,164 | 27.8% |
| 55 - 64 Years Old | 578 | 13.8% |
| 65+ Years Old | 0 | 0.0% |
| Average Age of Clients | | |
| | 41.2 Years | |

| Length of Stay ¹⁰ | | |
|------------------------------|------------|--|
| Average Length of Stay | 8.9 Months | |

⁹ Homeless is defined as: homeless without housing, homeless with housing (staying temporarily with family or friends), emergency shelter, or domestic violence shelter.

¹⁰ Average Length of Stay is based on cumulative months since January 2014.